

ARMS Web User Guide

EXHIBIT D

Automated Rental Management System

* Exhibit D
has been re-formatted
as an ASCII text
file on a CD
appendix.

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Introduction

Welcome to ARMS Web!

This User Guide offers step-by-step instructions that clearly guide you through each function of ARMS Web. It also shows you how to maximize the benefits of the system. Enterprise encourages you to keep the User Guide handy for future reference.

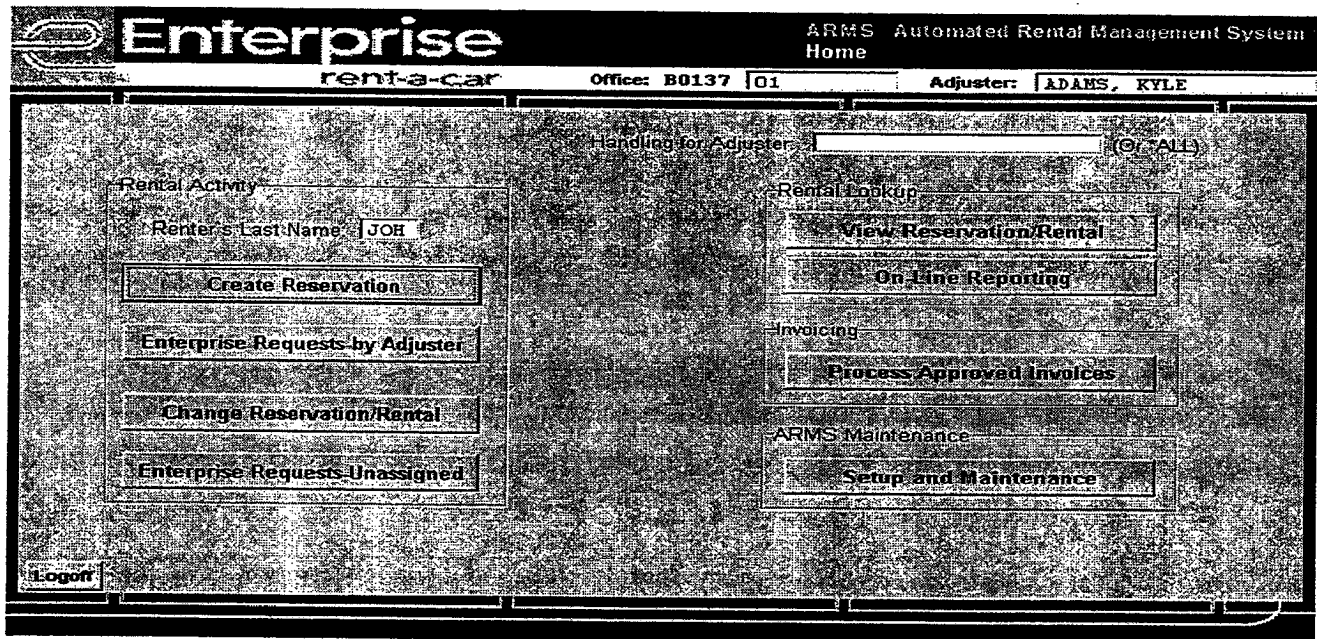
What is ARMS Web?

It is the Internet-based version of the **A**utomated **R**ental **M**anagement **S**ystem. ARMS Web forms a web-based computer link between your company and Enterprise Rent-A-Car. You can create reservations to set up rentals for your insured or claimants directly through the Enterprise computer system. You also have the ability to change existing reservations and rentals, view rates, extend authorizations, receive authorization requests and extension requests, send messages back and forth with Enterprise, and much more.

User Guide Overview

Keep these important points in mind when reading your User Guide:


The screens shown throughout this guide are reproduced directly from the ARMS Web system and are accurate reflections of the actual screens. Field buttons appear in **bold type**. They can be clicked to access information or move to another screen.



Helpful Hints

- ◆ Remember to key your **claims office code** in the **Office** field on the main menu (shown above). Your name will already be set in the Adjuster field after you log on to the system. Once you enter the office code here, it is carried forward throughout the program for you.
- ◆ If you are monitoring or making changes to another adjuster's files, be sure to enter his or her last name in the **Handling for Adjuster** field.
- ◆ Whenever a button is highlighted (see Create Reservation above), you can press **ENTER** or click the button to select it. You can highlight a button by pressing **TAB** to move from one button to the next. Though there are three methods by which to select the screen, the User Guide will use only the highlight and click **OK** method. Remember that you can use any of the methods at any time.

Common Definitions

- ◆ A *finger* is what the cursor turns into when it is positioned over a button. Click to select that button.
- 
- ◆ A *button* is an area on the screen that allows you to access, view, and/or change information.

User Guide Overview

Function Keys

There are no function keys in ARMS Web. They have been replaced by buttons located at the bottom of each screen. Detailed instructions for these buttons are provided in the Appendix in the back of the guide.

Other Information

Logoff allows you to log off the system at any time by clicking the button.

Next indicates that you will move to the next screen to obtain or add more information. When the finger is placed on **Next**, click to move to the next screen. Click the **Back** button to return to the previous screen.

Enterprise rent-a-car ARMS Automated Rental Management System Change Reservation/Rental

Office: B0174 01 Adjuster: ADAMS, KYLE

Status: UNASSIGNED RESERVATION Type: INSURED Claim#: 000000

Renter: JOHNSON, JIMMY

Date	S/O	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Message to Enterprise

Authorization Information Rental Location Repair Information Renter Information

Authorized Amount: Number of Days: Vehicle Rate (Claimant): Direct Bill Percent: 100 %

Policy Coverage (Insured Only): Daily: Maximum: Last Authorized Day: 07/00/00 Authorization Total: 00

Back Next

Rates Home Message Change Adjuster Additional Charges Cancel

On-screen Information

All on-screen information in this guide, including renter names, Enterprise employee names, adjuster names, repair facility names, addresses, claim numbers, and telephone numbers, has been invented for training purposes.

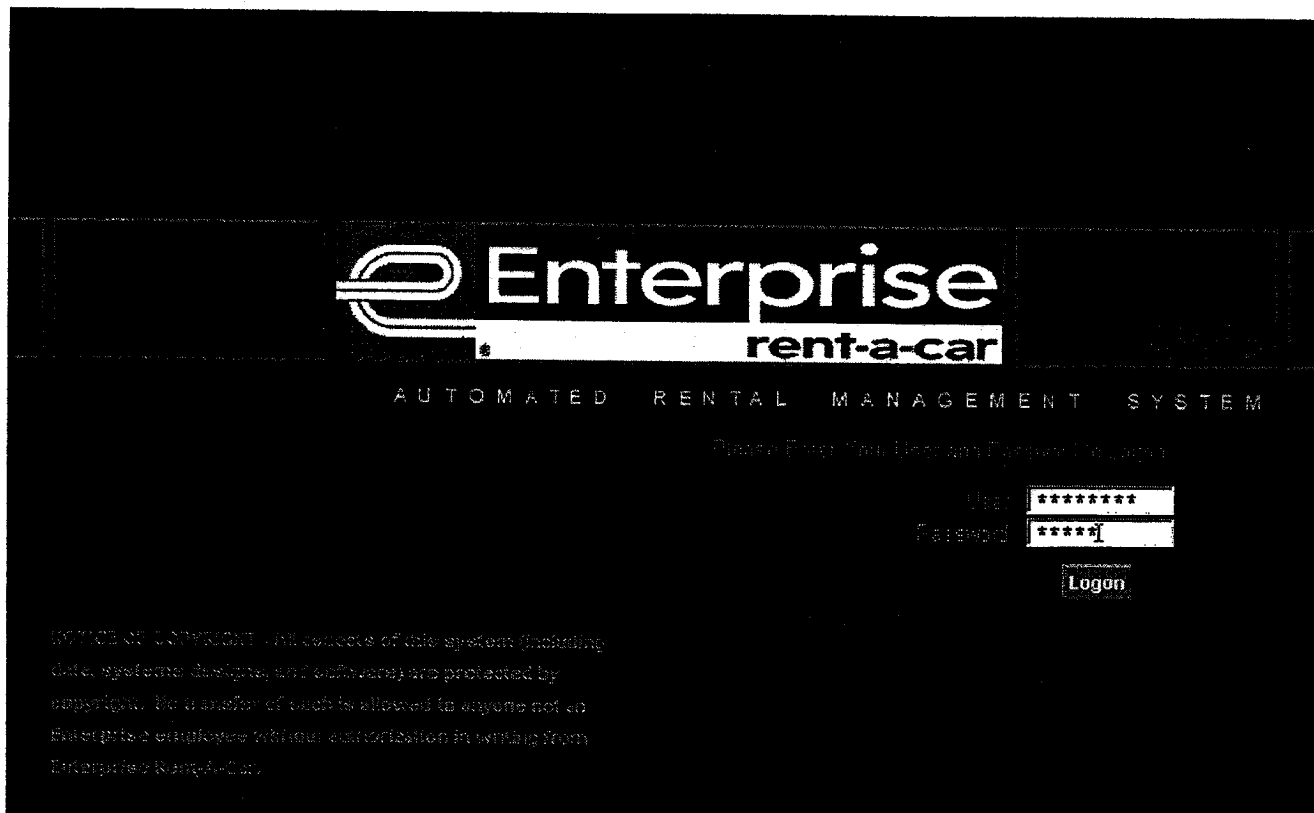
Any information that matches an actual person or place is purely coincidental.

Sign On

Depending on the type of link your company has with Enterprise, the following screen may or may not appear. If it does *not* appear, consult your supervisor for sign-on procedures.

If the Sign On screen *does* appear,

- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **ENTER** or click **Logon**. The ARMS Web main menu appears (page v).



The screenshot shows a dark-themed sign-on interface for the Enterprise Rent-A-Car Automated Rental Management System. At the top center is the Enterprise Rent-A-Car logo, consisting of a stylized 'E' icon followed by the word 'Enterprise' in a large serif font and 'rent-a-car' in a smaller sans-serif font below it. Below the logo, the text 'AUTOMATED RENTAL MANAGEMENT SYSTEM' is displayed in all caps. Underneath that, a prompt reads 'Please Enter Your User and Password to Logon'. To the right of this prompt are two input fields: the first is labeled 'User:' and contains seven asterisks; the second is labeled 'Password:' and contains five asterisks. Below these fields is a button labeled 'Logon'. In the bottom left corner, there is a 'NOTICE OF COPYRIGHT' text block.

Enterprise
rent-a-car

AUTOMATED RENTAL MANAGEMENT SYSTEM

Please Enter Your User and Password to Logon

User: *****

Password: *****

Logon

NOTICE OF COPYRIGHT: All contents of this system (including data, systems designs, and software) are protected by copyright. No transfer of such is allowed to anyone not an Enterprise employee without authorization in writing from Enterprise Rent-A-Car.

ARMS Web Main Menu

Before you select any option from the ARMS Web main menu, *always* be sure to key your **claims office code**. Your **name** should already display in its field. Once this information is keyed on the main menu, it carries forward to all screens throughout the program. There is no need to re-key it. If you are monitoring or making changes to another adjustor's files, be sure to enter his or her last name in the **Handling for Adjuster** field.

Note: The Process Approved Invoices feature is only available to customers that use Bulk Billing.

Key the information once on the main menu...

AND

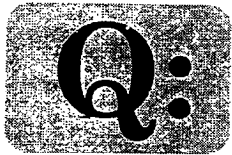
the information carries forward to subsequent screens, as shown in the example below.



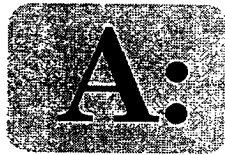
notes



Create Reservation



When should I
use Create
Reservation?



Use this section
to authorize
a rental.

Create a Reservation - Main Menu	1
Select a Reservation	2
Select an Adjustor	3
Create a Reservation	4
Create a Reservation - Rate Selection	5

Create a Reservation - Main Menu

- 1) Key your **claims** office code in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Key the first three letters of the **renter's last name** (required).
- 4) Click **Create Reservation**.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the Select Reservations/Rentals screen appears when you click **Create Reservation** (page 2). If there is no match for the letters keyed, the Create Reservation screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

The screenshot shows the Enterprise rent-a-car main menu. At the top, the Enterprise logo is on the left, and the text "Enterprise rent-a-car" is in the center. To the right of the logo, there is a "Home" link. Below the logo, the text "Office: B0021" and "Adjuster: ADAMS, KYLE" are displayed. The main menu is divided into two columns. The left column is titled "Rental Activity" and contains buttons for "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". The right column is titled "Rental Lookup" and contains buttons for "View Reservation/Rental", "On-Line Reporting", "Process Approved Invoices", and "Setup and Maintenance". At the bottom left, there is a "Logoff" button. The background of the menu is a dark, textured gray.

Select a Reservation

This Select Reservations/Rentals screen appears if Enterprise has sent an authorization request to your claims office for a renter whose last name matches the first three letters keyed on the main menu (page 1).

- 1) Highlight the rental you wish to view.
- 2) To select the rental, double-click the highlighted line, click **OK**, or press **ENTER**.
- 3) If no adjuster has been selected, an Adjuster Selection pop-up window will appear (page 3). If an adjuster has been selected, the Create Reservation screen will appear (page 4).



If the name of the renter whose request you wish to authorize is not on the list, click **Add New Rental** at the bottom of the screen to advance to the Create Reservation screen (page 4).

Click **Back** or **Home** to return to the main menu (page 1). Click **Refresh** to refresh the current screen.

Enterprise
rent-a-car

Office: B0174 01

Renter Name	Claim Number	Adjuster	Type
* JOHNSON, TAMMY	0/00/00		UNASCH

* = Requests more than 24 hours old.

Back OK

Home Add New Rental Refresh

Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

- 1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

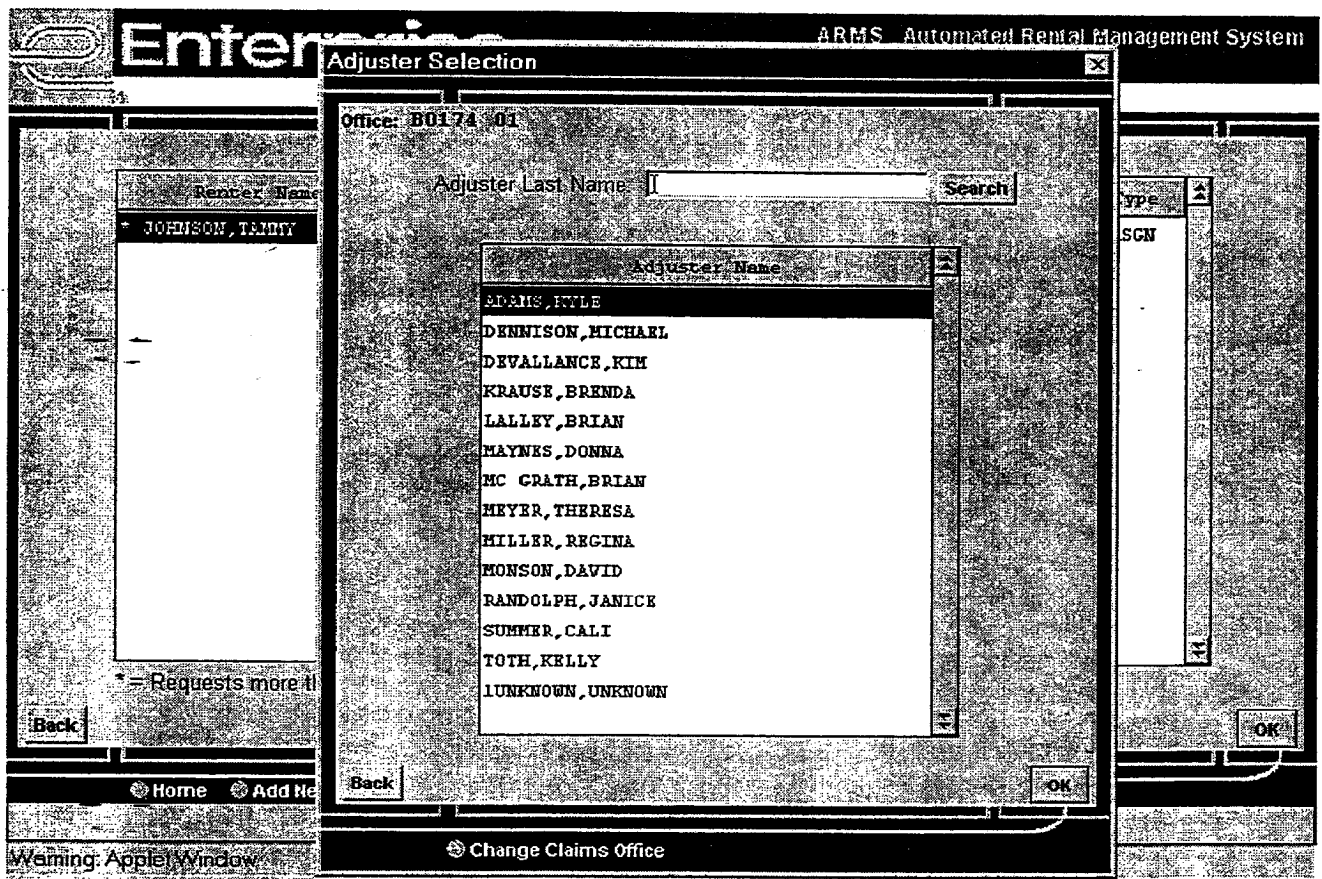
OR

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

- 2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.



Create a Reservation

This Create Reservation screen appears when there is no match for the first three letters of the renter's last name keyed on the main menu (page 1) or when you click **Add New Rental** on the Select Reservations/Rentals screen (page 2).

Use this screen to key only required (minimal) information and process the reservation quickly.

- 1) Key **all information** under the "Quick Rez" tab. If you do not key all information and attempt to process the reservation, the following error message displays at the bottom of the screen: "Mandatory field missing." The fields that still require information appear in reverse text on your screen. Use the Additional Information tab to add details such as claim and repair information.



Be sure to key the phone number where the rental is needed. The ARMS Web program uses this phone number to determine the closest Enterprise office that can service the renter. Please note that 800 and 888 toll-free numbers are not valid in this field.

- 2) Click **Rates** to display a list of vehicle rates (page 5).
- 3) Click **Finish** to process the reservation and return to the main menu (page 1).

Enterprise rent-a-car Create Reservation
Office: B0020 01 Adjuster: ADAMS, KYLE

Claim Number: [] Type: []

Quick Rez

Renter Last Name: [] First Name: []

Work Phone: [000] [000] [0000] Ext: [0000]

Home Phone: [000] [000] [0000] Ext: [0000]

Phone Where Rental is Needed: [000] [000] [0000] Ext: [0000]

Authorized Amounts

Number of Days: []

Vehicle Rate (Claimant): [] **Rates**

Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily: []

Maximum: []

Message to Enterprise: []

Back **Finish**

Home Detail Message Change Adjuster Additional Charges

Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).



The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.



If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.

Claim Number:

Quick Rez

Renter Last Name:

Work Phone: 000 000

Home Phone: 000 000

Phone Where Rental Is Needed: 314 512

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): **Rates**

Direct Bill Percent: 100 %

Message to Enterprise:

Back

Home Detail Message Change

Rental Vehicle Class / Rate Selection

ENTERPRISE RENT-A-CAR 0139

7730 BONHOMME AVENUE

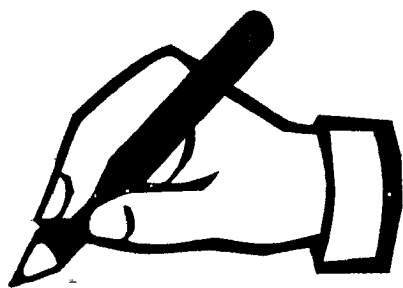
CLAYTON MO 63105

(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

Back

OK



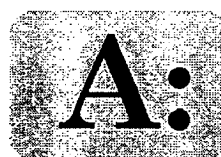
notes



Change Reservation/Rental



When should I
use Change
Reservation/
Rental?



Use this
section to
extend a
rental or
change
information
on an existing
reservation.

Authorization Status Definitions	1
Change a Reservation/Rental - Main Menu	2
Use a "Filter" Screen to Select a Reservation/Rental	3
Select a Reservation/Rental	4
Change an Unconfirmed Reservation/Ticket.....	5
Change an Unconfirmed Reservation/Ticket.....	6
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Change and Process an Unconfirmed Reservation/Ticket.....	7
<i>Authorization, Rental Delivery Information, and Message</i>	
Change and Process a Reservation or an Open Rental.....	8
Extend an Open Rental.....	9
Send a Message on an Open or Unconfirmed Reservation or Rental ...	10
Cancel a Reservation	11
Terminate an Open Rental Ticket	12

Authorization Status Definitions

RESERVATION	A rental has been authorized, but the customer has not yet picked up a rental car or started a rental ticket/contract.
OPEN RENTAL	The customer has picked up a car and has opened a rental ticket/contract.
DIRECT BILL REQUEST	The customer has reserved or rented a car through Enterprise, and Enterprise is requesting that you confirm whether you will authorize the rental.
EXTENSION	An extension request is pending on an open contract.
MESSAGE	An incoming message is pending on an open reservation/rental.
EXTN/MSG	(Extension and Message) - An extension request, along with an additional message, is pending on an open contract.
SENT	You have sent an authorization to Enterprise, but the office has not yet sent back a confirmation.
CLOSED	(Closed Ticket) - The customer has returned the rental car and ended the contract.
REJECT	(Authorization Rejected) - An unconfirmed ticket or reservation has been denied authorization.
CANCEL	(Cancelled Reservation) - A previously authorized reservation has been cancelled.
UNASSIGNED RESERVATION	A direct bill request from Enterprise has yet to be assigned to an adjustor.

The following status definitions apply only to those companies that use the ARMS Web Electronic Invoicing feature:

INVOICE - The rental ticket has been closed and is awaiting approval for payment.

REJECTED INVOICE - Authorization for payment of the invoice has been denied.

INVOICE RETURNED - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

PAID - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.

Change a Reservation/Rental - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.



If the **Adjuster** field is left *blank*, the Adjustor Selection screen (Appendix, page 5) displays when you click **Change Reservation/Rental**.

- 3) Click **Change Reservation/Rental**.
- 4) The Select Reservation/Rental “filter” screen appears (page 3).

A screenshot of the Enterprise rent-a-car system main menu. The header includes the Enterprise logo, the text "rent-a-car", and the title "ADMS - Automated Rental Management System Home". Below the header, there are fields for "Office: B0076" and "Adjuster: ADAMS". The main menu is divided into two columns. The left column, titled "Rental Activity", contains buttons for "Renter's Last Name", "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". The right column, titled "Rental Lookup", contains buttons for "View Reservation/Rental", "On Line Reporting", "Invoicing", "Process Approved Invoices", and "ARMS Maintenance". At the bottom left, there is a "Logoff" button. The background of the menu is a dark, textured gray.

Use a "Filter" Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
 - ✳ For example, if you know the renter's claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4).
If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Adjustor Lookup - Display a list of adjustors (Appendix, page 5).

Select a Reservation/Rental


This Select Reservations/Rentals screen appears under the following conditions:

- ♦ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 3).
 - ♦ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 3).
- 1) Click to highlight a name in the Renter Name field, and click **OK** to select the renter whose reservation or rental you want to change.
 - 2) The Change Reservation/Rental screen appears (page 5).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Refresh - Remove all updated information from the current page.



Enterprise

rent-a-car

AFMS Automated Rental Management System

Select Reservations/Rentals

Office: B0076 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN
LURKINS, STEPHANIE	8974656891	ADAMS, KYLE	10/22/99	OPEN
SMITH, JOE	1458324548	ADAMS, KYLE	10/15/99	OPEN
* STEPHENS, KEVIN	1452121425	ADAMS, KYLE	0/00/00	EXTN
THOMPSON, JONATHAN	4512879624	ADAMS, KYLE	0/00/00	RESERV

* = Requests more than 24 hours old

Back
OK

Home
Refresh

Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The status displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter, vehicle, repair facility, and/or claim** information.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 2).

Detail - Advance to the next Change Reservation/Rental screen (page 6).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Cancel the reservation (page 11).

Enterprise rent-a-car ADMS - An Advanced Rental Management System
Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: RESERVATION Type: INSURED Claim#: 4512879624
Renter: THOMPSON JONATHAN

Date	S/R	Message	Days	Total
10/25/99	R	AUTH CONFIRMED BY ENTERPRISE @ 14:13:07	0	5
10/25/99	R	RESERVATION NUMBER 152187	0	5
10/25/99	S	AUTHORIZATION SENT 14:13:04 5 DAYS @ 30.00/DAY	5	5

Message to Enterprise

Authorization Information | Rental Location | Repair Information | Renter Information

Authorized Amounts

Number of Days: 5

Vehicle Rate (Claimant): Rates

Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily: 30.00

Maximum: 900.00

Authorization Total: 150.00

Back Finish

Rates Home Detail Message Change Adjuster Additional Charges Cancel

Change an Unconfirmed Reservation/Ticket

Renter, Vehicle, Repair Facility, and Claim Information

This Change Reservation/Rental screen appears when you click **Detail** on the previous Change Reservation/Rental screen (page 5).

- 1) - Key additional information, or key over any existing information you wish to change.
- 2) - Click **Next** to continue to the next Change Reservation/Rental screen (page 7) to alter **authorization** or **rental delivery information** or to add a message. Click **Back** to return to the previous Change Reservation/Rental screen (page 5).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Enterprise ADAMS Attention Detail Management System
rent-a-car Office: B0076 01 Adjuster: ADAMS, KYLE

Renter Information
Last Name: THOMPSON First: JONATHON
Address: _____
City/State/Zip: _____
Work Phone: 314 555 6985 Ext: 0000
Home Phone: 314 555 2365

Vehicle Information
Yr/Make/Model: _____ (Loss Vehicle)
Repair Facility: _____
Phone: 000 000 0000

Claim Information
Insured Last Name: _____ First: _____
Policy Number: _____
Date of Loss: ____/____/____

Back **Next**

Home **Message** **Change Adjuster** **Additional Charges**

Change and Process an Unconfirmed Reservation/Ticket

Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click **Next** on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The **Number of Days** and the **Vehicle Rate** fields are *required* to confirm the authorization/reservation. If you do *not* key the **number of days authorized**, the reservation/ticket remains unconfirmed.

- 2) Click **Finish** to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates (page 5).

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

0045 - Enterprise Rental Management System
 Change Reservation/Rental
 Office: B0076 01 Adjuster: ADAMS, KYLE

Claim Number: 4512879624 Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 6
 Vehicle Rate (Claimant): Rate
 Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily: 30.00
 Maximum: 900.00

Vehicle Class: II
 (See table below)

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message:

Rental delivery information

Phone Where Rental Needed: 314 512 5000 Ext: 0000
 Need Immed: No
 Date Needed: / /

Back Finish

Rates Home Message Change Adjuster Additional Charges

Change and Process a Reservation or an Open Rental

This Change Reservation/Rental screen appears when a match is found for a reservation or an open rental. The **status** displays in the upper left-hand corner of the screen.

- 1) Key over any existing information to change.
- 2) Click **Finish** to process the changes for this reservation or open rental and return to the Select Reservations/Rentals screen (page 4).

OR

Click **Detail** to make more detailed changes (Appendix, page 3).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates (page 5).

Home - Return to the main menu (page 2).

Message - Send a message to an Enterprise office (page 10).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View any additional charges on the rental contract (Appendix, page 7).

Terminate - Terminate the rental (page 12).

Enterprise

rent-a-car

Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL Type: CLAIMANT Claim#: 1459246832

Renter: ANTON CHRIS

Date	S/R	Message	Days	Total
10/20/99	S	TERMINATION SENT BY ADAMS, KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise: _____

Number of Days to Extend: Extend Rental

Authorization Information

Authorized Amounts:

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent:

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/15/99

Authorization Terminated: 10/27/99

Authorization Total: 272.87

plus tax/surchg

Back
Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Terminate

Extend an Open Rental

This Change Reservation/Rental screen appears when a match is found for an open rental. The **status** displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) Key the desired number in the **Number of Days to Extend** field.
- 2) Key a message if desired.
- 3) Click **Extend Rental**.
- 4) Click **Finish** to process the extension and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The **Total** column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

Enterprise
rent-a-car

ADAMS, KYLE
Change Reservation/Rental

Office: B0076 01

Adjuster: ADAMS, KYLE

Status: OPEN RENTAL Type: CLAIMANT Claim#: 1459246332

Renter: ANTON CHRIS

Date	S/R	Message	Days	Total
10/10/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise:

Number of Days to Extend: CAR FINISHED 10/20

Extend Rental

Authorization Information

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent:

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Renter Information

Rental Start: 10/15/99

Authorization Terminated: 10/27/99

Authorization Total: 272.87

plus tax/surchg

Back

Finish

[Rates](#) [Home](#) [Detail](#) [Message](#) [Change Adjuster](#) [Additional Charges](#) [Terminate](#)

Send a Message on an Open or Unconfirmed Reservation or Rental

This Message pop-up window appears when you click **Message** on the Change Reservation/Rental screen (page 9).

To send a message,

- 1) Key the desired message.
- 2) When the message is completed, click **OK**. The message box will disappear, but the first line of your message will display in the **Message to Enterprise** field on the previous screen (page 9). Click **Back** to return to the Select Reservation/Rentals screen (page 4) without completing the message.

The screenshot shows a 'Message' pop-up window in the foreground. The window has a title bar 'Message' and a close button. Inside, there is a text input field containing 'CAR FINISHED 10/20'. Below the input field are 'Back' and 'OK' buttons. The background shows the 'Change Reservation/Rental' screen. At the top, it says '01 Adjuster: ADAMS, KYLE'. Below that is a table with columns 'Days' and 'Total'. The table has four rows: '13:22:30' with 0 days and 10 total, '20.99/DAY' with 10 days and 10 total. Below the table is a section 'Number of Days to Extend' with a text input field and an 'Extend Rental' button. At the bottom, there are four tabs: 'Authorization Information', 'Rental Location', 'Repair Information', and 'Renter Information'. The 'Authorization Information' tab is active, showing 'Authorized Amounts' with 'Number of Days' 13, 'Vehicle Rate (Claimant)' 20.99, and 'Direct Bill Percent' 100%. The 'Rental Location' tab shows 'Policy Coverage (Insured Only)' with 'Daily' and 'Maximum' fields. The 'Repair Information' tab shows 'Rental Start' 10/15/99, 'Authorization Terminated' 10/27/99, and 'Authorization Total' 272.87 plus tax/surchg. The 'Renter Information' tab is empty. At the bottom of the screen are buttons 'Back' and 'Finish'. A navigation bar at the very bottom contains links: Rates, Home, Detail, Message, Change Adjuster, Additional Charges, and Terminate.

Message

CAR FINISHED 10/20

Back OK

Change Reservation/Rental

01 Adjuster: ADAMS, KYLE

1459246832

	Days	Total
13:22:30	0	10
20.99/DAY	10	10

Number of Days to Extend: Extend Rental

Authorization Information | **Rental Location** | **Repair Information** | **Renter Information**

Authorized Amounts

Number of Days: 13
Vehicle Rate (Claimant): 20.99 Rates
Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily:
Maximum:

Rental Start 10/15/99
Authorization Terminated 10/27/99
Authorization Total 272.87
plus tax/surchg

Back Finish

Rates Home Detail Message Change Adjuster Additional Charges Terminate

Cancel a Reservation

The Cancel Reservation pop-up window appears when you click **Cancel** on the Change Reservation/Rental screen (page 5) if the status is "Unconfirmed Reservation" or "Reservation."

- 1) Key a **comment** that explains why this unconfirmed reservation or reservation is being cancelled.
- 2) Click **OK** to process the cancellation and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without cancelling the reservation.



The status changes from "Unconfirmed Reservation" or "Reservation" to "Cancelled."

Enterprise

rent-a-car

Change Reservation/Rental

Office: B0076 01 Adjuster: ADAMS, KYLE

Cancel reservation X

Comment:

INSURED HAS NO RENTAL COVERAGE

Back
OK

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant): Rates

Direct Bill Percent:

Policy Coverage (Insured Only)

Daily:

Maximum:

2879624

	Day	Total
	7	7
	1	7
09:42	0	6
	0	6
7	6	6

Don

Renter Information

Authorization Total: 210.00

Back
Finish

[Rates](#)
[Home](#)
[Detail](#)
[Message](#)
[Change Adjuster](#)
[Additional Charges](#)
[Cancel](#)

Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on the Change Reservation/Rental screen (page 5) if the **status** is "Open Rental."

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



You will not receive any more extension requests from Enterprise on a rental after that rental is terminated, though you can still receive messages.

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



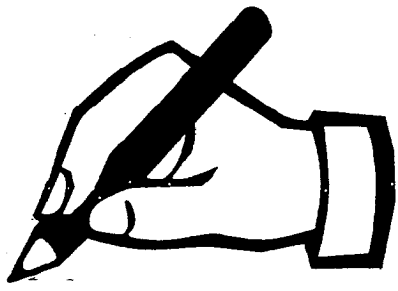
The status still displays as "Open Rental"; however, a message displays in the **Message** field, stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (page 9).

The screenshot shows the Enterprise rent-a-car web interface. At the top, the header includes the Enterprise logo, "rent-a-car", and navigation links: "Rates", "Home", "Detail", "Message", "Change Adjuster", "Additional Charges", and "Terminate". The main content area displays the "Change Reservation/Rental" screen for a rental with status "OPEN RENTAL", type "THEFT", and claim number "1459287311". The adjuster is "ADAMS, KYLE". A "Terminate rental" pop-up window is open, showing a "Termination Date" of "10/25/1999", a checked box for "Renter has been notified", and a comment "CUSTOMER HAS RECEIVED SETTLEMENT CHECK". The pop-up has "Back" and "OK" buttons. In the background, the main screen shows a table with columns "Days" and "Total", and a "Renter Information" section with fields for "Rental Start", "Last Authorized Day", and "Authorization Total".

Days	Total
5	15
0	10
0	10
0	10
0	10

Renter Information

Rental Start	10/15/99
Last Authorized Day	10/30/99
Authorization Total	591.84
plus tax/surcho	

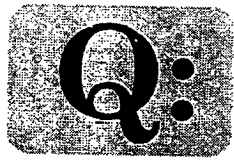


notes

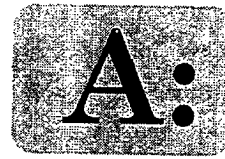


Enterprise Requests-by Adjuster

Requests-by Adjuster



When should I
use Enterprise
Requests-by
Adjuster?



Use this
section to
respond to
authorization
requests for
unconfirmed
reservations/
tickets and/
or to extend
rentals.

Enterprise Requests-by Adjuster - Main Menu	1
Select a Reservation/Rental	2
Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)	3
Review and/or Change an Unconfirmed Reservation (Direct Bill Request)	4
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Review and/or Change an Unconfirmed Reservation	5
<i>Authorization, Rental Delivery Information, and Message</i>	
Extend an Open Rental.....	6
Terminate an Open Rental Ticket	7
Send a Message on an Open or Unconfirmed Reservation or Rental	8

Enterprise Requests-by Adjuster - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Enterprise Requests - by Adjuster**.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an **adjustor's last name** in the **Handling for Adjuster** field, Enterprise requests for *only* that adjustor display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the **renter name**.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjustors display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjustor name**.

If you want to display requests for one particular adjustor, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

Select a Reservation/Rental

This Select Reservations/Rentals screen appears when you click **Enterprise Requests-by Adjuster** on the main menu (page 1).

- 1) Click to highlight any name in the Renter Name column, and click **OK** to select that file.
- 2) The Change Reservation/Rental screen appears (page 3).



In this example, the **Adjuster** field was filled with Adams on the main menu (page 1), so authorization requests display for *only* him.



If your system is set to lock the adjuster's name on the main menu, keying ***ALL** in the **Handling for Adjuster** field will display requests for all adjusters.

You can also click either of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Enterprise rent-a-car

ARMS - Automated Rental Management System
Select Reservations/Rentals

Office: B0027 01

Renter Name	Claim Number	Adjuster	Receive Date	Type
CONRAD, KAREN	9897532141	ADAMS, KYLE	10/29/99	DE REQ
* STEPHENS, KEVIN	1452121425	ADAMS, KYLE	11/01/99	EXTN

* = Requests more than 24 hours old

Back OK

Home Refresh

Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 2).



If the **claim type** is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the **claim type** is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Cancel - Delete any information updated on this screen and return to the previous screen.

Enterprise

rent-a-car

ARMS - Automated Rental Management System
Change Reservation/Rental
Office: B0027 01 Adjuster: ADAMS, KYLE

Status: UNAUTHORIZED OPEN RENTAL Type: CLAIMANT Claim#: 5897532141

Renter: CONRAD KAREN

Date	SYN	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 12:21:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

Message to Enterprise:

Authorization Information
 Authorized Amounts
 Number of Days:
 Vehicle Rate (Claimant): **Rates**
 Direct Bill Percent: %

Rental Location
 Policy Coverage (Insured Only)
 Daily:
 Maximum:

Repair Information
 Authorization Total:
 plus tax/surchg

Renter Information

Back
Next

Rates
 Home
 Message
 Change Adjuster
 Additional Charges
 Cancel

Review and/or Change an Unconfirmed Reservation (Direct Bill Request)

Renter, Vehicle, Repair Facility, and Claim Information

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 3).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 5).
Click **Back** to return to the previous Change Reservation/Rental screen (page 3).


You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental (Appendix, page 7).

 **Enterprise**
rent-a-car

Office: B0027 01 Adjuster: ADAMS, KYLE

Renter Information
Last Name: CONRAD First: KAREN
Address: 815 OAK ST.
City/State/Zip: ST LOUIS MO 63114
Work Phone: 314 555 2555 Ext: 0000
Home Phone: 314 555 1254

Vehicle Information
Yr/Make/Model: 97 ELANTRA (Loss Vehicle)
Repair Facility: TOTAL LOSS
Phone: 000 000 0009

Claim Information
Insured Last Name: I First:
Policy Number:
Date of Loss: / /

Back **Next**

[Home](#) [Message](#) [Change Adjuster](#) [Additional Charges](#)

Review and/or Change an Unconfirmed Reservation

Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjuster handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Enterprise rent-a-car AMS - Automated Rental Management System
Change Reservation/Rental
Office: B0027 01 Adjuster: ADAMS, KYLE

Claim Number: **5897532141** Type: **Claimant**

Authorization Information

Authorized Amounts

Number of Days: Vehicle Rate (Claimant): **22.99** **Rate** Direct Bill Percent: **100 %**

Vehicle Class: **PC** (See table below)

Policy Coverage (Insured Only)

Daily Maximum:

NOT-SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message

Rental delivery information

Phone Where Rental Needed: Ext:

Need Immed: **No**

Date Needed: **10/29/1999**

Back **Finish**

Footer Menu: Rates Home Message Change Adjuster Additional Charges

Extend an Open Rental

This Change Reservation/Rental screen appears if you select an open rental from the Select Reservations/Rentals screen (page 2). The **status** displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) The **Number of Days** field is prefilled based on the estimated completion date. Key over to change if necessary.
- 2) Key a message over the system message in the **Message to Enterprise** field if desired.
- 3) Click **Extend Rental** to process the extension and return to the Select Reservations/Rentals screen (page 2). If all rental requests have been approved, the Select Reservations/Rentals screen will be blank.
- 4) Click **Finish** to process the extension and return to the main menu (page 1). Click **Back** to return to the previous Change Reservation/Rental screen (page 5) without processing any extension.



The next time you access this rental, the Message column displays "EXTENSION SENT BY ADAMS,KYLE @ 12:50:40." The **Total** column will also reflect the extended number of days.

You can also click any of the following option buttons (Appendix, page 1):

Rates - Display a list of vehicle rates.

Home - Return to the main menu (page 1).

Detail - Display a detailed view of the rental.

Message - Send a message to an Enterprise office (page 8).

Change Adjuster - Change the adjustor handling the file (Appendix, page 5).

Additional Charges - View additional charges on the rental contract (Appendix, page 7).

Terminate - Terminate the rental (page 7).

Change Reservation/Rental
Office: B0027 01 Adjuster: ADAMS, KYLE

Status: OPEN RENTAL
Type: CLAIMANT
Claim#: 1452121425

Renter: STEPHENS
KEVIN

Date	R	Message	Days	Total
11/01/99	P	RENTAL EXTENSION REQUESTED FOR 004 DAYS	0	7
11/01/99	R	AUTHORIZATION REQUESTED THROUGH 11/05/99	0	7
11/01/99	R	BODYSHOP SAID CAR IS ON FRAME RACK, SHOULD BE	0	7
11/01/99	R	DONE BY FRIDAY	0	7
10/26/99	R	TICKET 071948 OPENED 10/26/99 @ 14:14:00	0	7

Number of Days to Extend:
Extend Rental

Authorization Information
 Authorized Amounts
 Number of Days:
 Vehicle Rate (Claimant): **Rates**
 Direct Bill Percent: %

Rental Location
Repair Information
 Policy Coverage (Insured Only)
 Daily:
 Maximum:

Renter Information
 Rental Start: 10/26/99
 Last Authorized Day: 11/01/99
 Authorization Total: 168.93
 plus tax/surcharge

Back
Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Terminate

Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/Rental screen (page 6) if the **status** is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

The screenshot shows the Enterprise ARMS web interface. At the top, the 'Enterprise' logo is on the left, and 'ARMS - Automated Rental Management System' and 'Change Reservation/Rental' are on the right. The main screen displays '01' and 'Adjuster: ADAMS, KYLE'. A 'Terminate rental' pop-up window is open, showing a 'Termination Date' of '11/08/1999', a checkbox for 'Renter has been notified' which is unchecked, and a 'Comment' field containing 'CAR WILL BE FINISHED'. The pop-up has 'Back' and 'OK' buttons. To the right of the pop-up, there is a table with columns 'Days' and 'Total'. Below the table is an 'Extend Rental' button. At the bottom of the main screen, there are four tabs: 'Authorization Information', 'Rental Location', 'Repair Information', and 'Renter Information'. The 'Authorization Information' tab is active, showing 'Authorized Amounts' with 'Number of Days' as '?', 'Vehicle Rate (Claimant)' as '26.99', and 'Direct Bill Percent' as '100 %'. The 'Rental Location' tab shows 'Policy Coverage (Insured Only)' with 'Daily' and 'Maximum' fields. The 'Renter Information' tab shows 'Rental Start' as '10/26/99', 'Last Authorized Day' as '11/01/99', and 'Authorization Total' as '168.93 plus tax/surchg'. At the bottom of the main screen, there are 'Back' and 'Finish' buttons. A navigation bar at the very bottom contains links: 'Rates', 'Home', 'Detail', 'Message', 'Change Adjuster', 'Additional Charges', and 'Terminate'.

Days	Total
0	7
0	7
0	7
0	7
0	7

Authorized Amounts	Policy Coverage (Insured Only)	Renter Information
Number of Days: ?	Daily:	Rental Start: 10/26/99
Vehicle Rate (Claimant): 26.99	Maximum:	Last Authorized Day: 11/01/99
Direct Bill Percent: 100 %		Authorization Total: 168.93 plus tax/surchg

Send a Message on an Open or Unconfirmed Reservation or Rental

This Message pop-up window appears on the screen when you click **Message** on the Change Reservation/Rental screen.

To send a message,

- 1) Key the desired message.
- 2) When the message is completed, click **OK**. The message box will disappear, but the first line of your message will display in the **Message** field. If you do not wish to complete the message, click **Back**.

The screenshot shows a 'Message' pop-up window with a large text input area and 'Back' and 'OK' buttons. Below the pop-up, the 'Change Reservation/Rental' screen is visible. It includes a header with '01' and 'Adjuster: ADAMS, KYLE'. The 'Type' is set to 'Claimant'. There is a 'Coverage (Insured Only)' section with 'Daily' and 'Maximum' input fields. A list of vehicle types is shown: EC-ECONOMY, SC-STANDARD, LC-LUXURY, XP-PICKUP TRUCK, CG-compact, FC-FULL-SIZED, SP-SPECIALTY, XV-VAN, and XX-EXOTIC. At the bottom, there is a 'Message' field, a 'Rental delivery information' section with 'Phone Where Rental Needed' (000 000 0000 Ext. 0000), 'Need Immed' (No), and 'Date Needed' (10/29/1999). Navigation buttons at the bottom include Rates, Home, Message, Change Adjuster, and Additional Charges.

Message

01 Adjuster: ADAMS, KYLE

Type: Claimant

Coverage (Insured Only)

Daily:

Maximum:

EC-ECONOMY SC-STANDARD LC-LUXURY XP-PICKUP TRUCK

CG-compact FC-FULL-SIZED SP-SPECIALTY XV-VAN XX-EXOTIC

Message:

Back OK

Rental delivery information

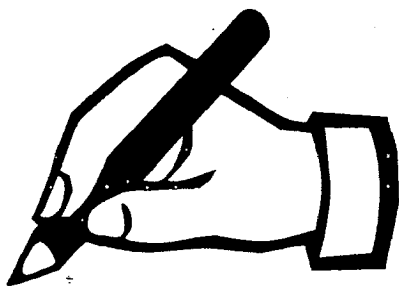
Phone Where Rental Needed: 000 000 0000 Ext. 0000

Need Immed: No ☒

Date Needed: 10/29/1999

Back Finish

Rates Home Message Change Adjuster Additional Charges

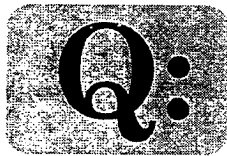


notes

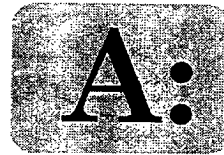


Enterprise Requests-Unassigned

Requests-Unassigned



When should I
use Enterprise
Requests-
Unassigned?



Use this
section to
assign
Enterprise
authorization
requests to
an adjuster
or another
claims office.

Enterprise Requests-Unassigned - Main Menu	1
Select Unconfirmed Reservations/Rentals to Assign.....	2
View Authorization Request.....	3
Assign an Adjuster from Your Office	4
Assign an Adjuster from Another Office in Your Company	5

Enterprise Requests-Unassigned - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your last name in the **Adjustor** field.
- 3) Click **Enterprise Requests-Unassigned**.
- 4) The Assign Reservations/Rentals screen appears (page 2).

The screenshot shows the main menu of the Enterprise rent-a-car ARMS (Automated Rental Management System). The header includes the Enterprise logo, the text "rent-a-car", and the system name "ARMS Automated Rental Management System". Below the header, there are fields for "Office: B0067 01" and "Adjustor:". The main menu is divided into two columns of buttons. The left column, under the heading "Rental Activity", contains buttons for "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests-Unassigned". The right column, under the heading "Rental Lookup", contains buttons for "View Reservation/Rental", "On-Line Reporting", "Invoicing", "Process Approved Invoices", and "ARMS Maintenance". At the bottom left, there is a "Logout" button. A "Handling for Adjustor:" field with a dropdown menu and the text "(Or ALL)" is located at the top right of the main menu area.

Enterprise
rent-a-car

ARMS Automated Rental Management System
Home

Office: B0067 01 Adjustor:

Handling for Adjustor: (Or ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests-Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout

Select Unconfirmed Reservations/Rentals to Assign

This Assign Reservations/Rentals screen appears when you click **Enterprise Requests-Unassigned** on the main menu (page 1).

- 1) Click to highlight any name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to assign to an adjustor.
- 2) The next Assign Reservation/Rental screen appears (page 3).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Renter Name	Claim Number	Receive Date	Receive Time	AM/PM	Loss Date	Type
JOHNSON, TAMMY		4/16/98	10:48	AM	0/00/00	UNASGN
MILANO, BOB		4/16/98	9:43	AM	10/29/99	UNASGN
HILLS, JEFF	25489651	4/16/98	10:35	AM	10/29/99	UNASGN
MILROY, JOE	CL#56984512	4/16/98	10:43	AM	10/29/99	UNASGN
SMITH, KELLI	1548745844	4/16/98	10:59	AM	10/29/99	UNASGN
WILLIAMS, DANIELLE	458799856	4/16/98	1:27	PM	0/00/00	UNASGN

Back OK

Home Refresh

View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click **OK** on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).




The **Adjustor** field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Message - Send a message to an Enterprise office (Appendix, page 4).

**Enterprise**
rent-a-car

ARMS Automated Rental Management System
Assign Reservation/Rental

Office: B0067 01 Adjuster:

Status: UNASSIGNED RESERVATION Type: ENSURED Claim Number:

Renter:
JOHNSON, TAMMY
651 ELM ST
ST LOUIS MO 63145
Work: Ext: 0000
Home: 314-555-1254

Rental:
ENTERPRISE RENT-A-CAR
8850 LADUE ROAD
SAINT LOUIS MO
314-512-0294
Location: PPGM Reservation: 152151 Ticket:

Rate Quoted or Rate of Rented Vehicle:

Repair Facility:

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Back

Assign

Home

Message

Assign an Adjustor from Your Office

This Adjustor Selection pop-up window appears when you click **Assign** on the Assign Reservation/Rental screen (page 3).

- 1) Key the desired adjustor name in the Adjustor Last Name field and click **Search**.

OR

Click to highlight the desired adjustor, and click **OK**.

- 2) Click **Change Claims Office** to find a new claims office (page 5).
- 3) After you select an adjustor, the next unconfirmed reservation displays.



After all reservations/tickets have been assigned to adjustors, the main menu (page 1) returns. The unconfirmed reservations/tickets are now located in Enterprise Requests-by Adjustor.

Enterprise Requests-Unassigned

ARMS Automated Rental Management System

Adjustor Selection

Office: B0067 01

Adjustor Last Name: Search

Adjustor Name

ADAMS, KYLE
DENNISON, MICHAEL
DEBALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMMER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

Back OK

Change Claims Office

Warning: Applet Window

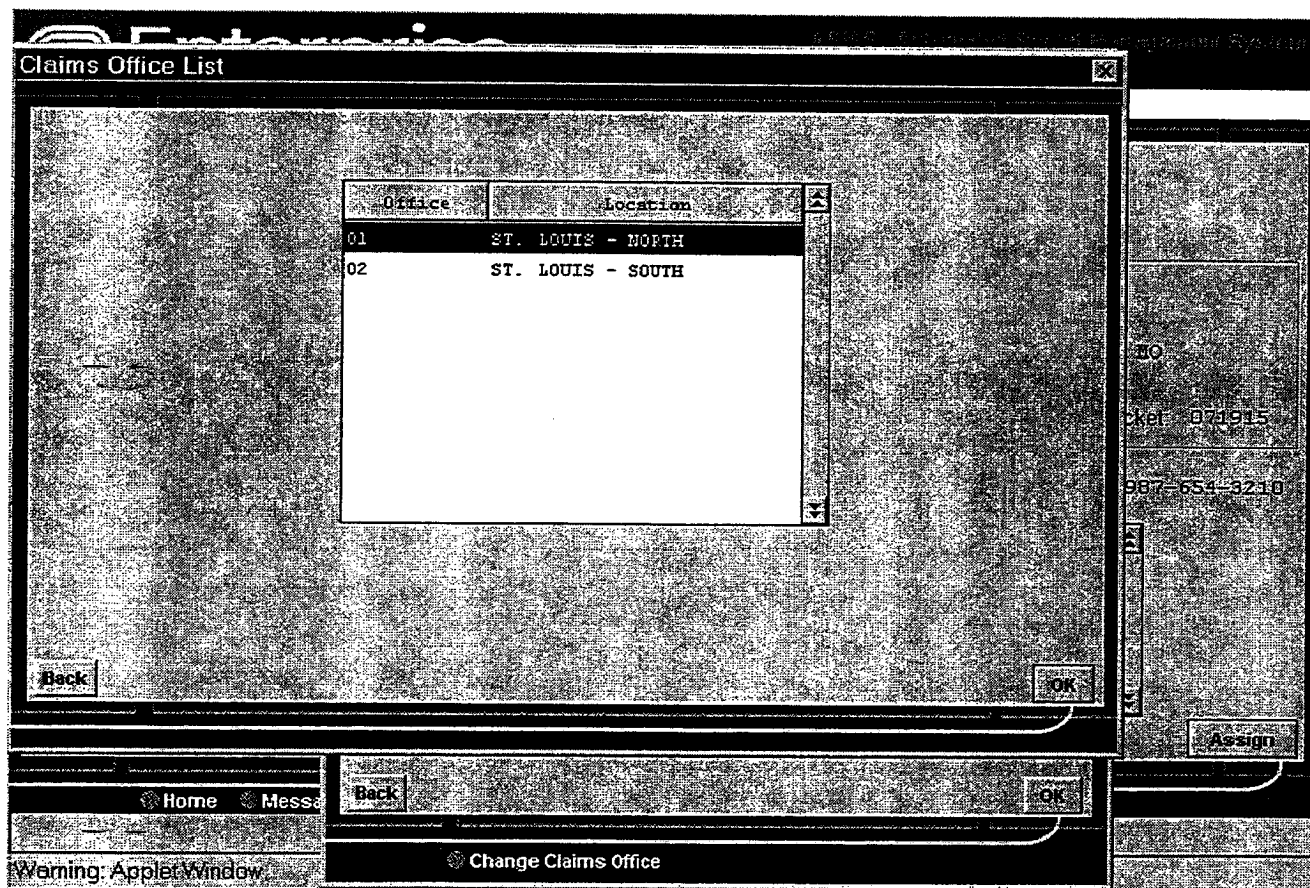
Assign an Adjustor from Another Office in Your Company

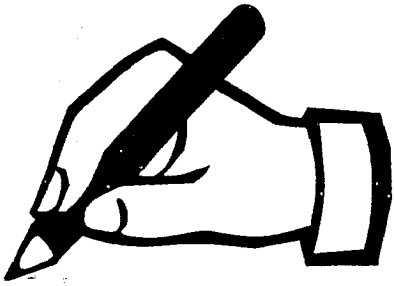
This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.

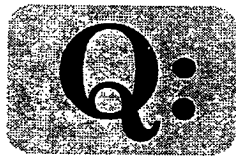




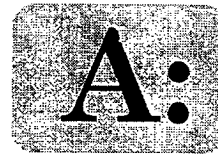
notes



View Reservation/Rental



When should I
use View
Reservation/
Rental?



Use this
section to
review a
reservation
without
making any
changes.

View a Reservation/Rental - Main Menu.....	1
Use a "Filter" Screen to Select a Reservation/Rental	2
Select a Reservation/Rental	3
View a Reservation/Rental	4
View a Reservation/Rental	5
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
View a Reservation/Rental	6
<i>Authorization, Rental Delivery Information, and Message</i>	

View a Reservation/Rental - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **View Reservation/Rental**.
- 4) The Select Reservation/Rental “filter” screen appears (page 2).

Enterprise
rent-a-car

ARMS Automated Rental Management System
Home

Office: B0117 | 01 Adjuster:

Handling for Adjuster: (Of ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

Use a "Filter" Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
 - ✳ For example, if you know the renter's claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 3).
If an exact match *is* found, the View Reservation/Rental screen appears (page 4).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Adjustor Lookup - Display a list of adjustors (Appendix, page 5).

Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- ◆ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
- ◆ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).

- 1) Click to highlight a name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to change.
- 2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

ARMS - Automated Rental Management System

Select Reservations/Rentals

Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
* ABRAMS, KELLY	1452569841	SUMMER, CALI	10/25/99	EXTN
* ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
* BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CONNOLLEY, PAUL	1452658955	SUMMER, CALI	10/27/99	RESERV
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
* DAVIS, JOAN	5625874512	SUMMER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
CERLOFF, DANIELLE	4587145263	SUMMER, CALI	0/00/00	RESERV
* GREEN, SARAH	25698745	SUMMER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMMER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TAMMY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMMER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

* = Requests more than 24 hours old

Back
OK

Home
Refresh

View a Reservation/Rental

This View Reservation/Rental screen appears when a match is found. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter**, **vehicle**, **repair facility**, and/or **claim** information.
- 2) Click **Next** to continue to the next View Reservation/Rental screen (page 5) to view **renter**, **vehicle**, and **claim** information.




This screen is *view-only*. No changes may be made.

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).



ARMS - Automated Rental Management System
View Reservation/Rental

Office: B0122 01 Adjuster: SUMNER, CALI

Status: OPEN-RENTAL Type: CLAIMANT Claim#: 1452569841
Renter: ABRAMS KELLY

Date	S/R	Message	Days	Total
10/29/99	R	RENTAL EXTENSION REQUESTED FOR 003 DAYS	0	5
10/29/99	R	AUTHORIZATION REQUESTED THROUGH 11/1/99	0	5
10/29/99	R	PAINT WORK IN PROGRESS, CAR IN IS PAINT BOOTH,	0	5
10/29/99	R	SHOULD BE FINISHED BY MONDAY.	0	5
10/25/99	R	TICKET 071932 OPENED 10/25/99 @ 12:46:00	0	5

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Policy Coverage (Insured Only)

Rental Start: 10/25/99
Last Authorized Day: 10/29/99
Authorization Total: 109.95
plus tax/surchg

Number of Days: 5
Vehicle Rate (Claimant): 21.99
Direct Bill Percent: 100 %
Daily Maximum:

Back

Next

Home Additional Charges

View a Reservation/Rental

Renter, Vehicle, Repair Facility, and Claim Information

This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 4).

Click **Next** to continue to the next View Reservation/Rental screen (page 6) to view **authorization, rental delivery information, and comments.**

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

Enterprise APMS - Automated Rental Management System
rent-a-car **Office: B0122 01** **Adjuster: SUMMER, CALI**

Renter Information

Last Name: **ABRAHMS** First: **FELLY**
Address: **123 MAPLE AVE.**
City/State/Zip: **ST LOUIS MO 63123**
Work Phone: **314 555 1212** Ext: **0000**
Home Phone: **314 555 8777**

Vehicle Information

Yr/Make/Model: **95 CIVIC** (Loss Vehicle)
Repair Facility: **DAVE'S BODY SHOP**
Phone: **987 654 3210**

Claim Information

Insured Last Name: _____ First: _____
Policy Number: _____
Date of Loss: **10/25/1999**

Back **Next**

Home **Additional Charges**

View a Reservation/Rental

Authorization, Rental Delivery Information, and Message


This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 5).

Click **Next** to return to the Select Reservations/Rentals screen (page 3).

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).



ARMS - Automated Rental Management System
View Reservation/Rental

Office: B0122 01 Adjuster: SUMMER, CALI

Claim Number: 1452569841 Type:

Authorization Information

Authorized Amounts

Number of Days:
Vehicle Rate (Claimant):
Direct Bill Percent:

Vehicle Class:

(See table below)

Policy Coverage (Insured Only)
Daily
Maximum:

NOT SPECIFIED

IC-INTERMEDIATE

PC-PREMIUM

XP-PICKUP TRUCK

EC-ECONOMY

SC-STANDARD

LC-LUXURY

XV-VAN

CC-COMPACT

FC-FULL-SIZED

SP-SPECIALTY

XX-EXOTIC

Message:

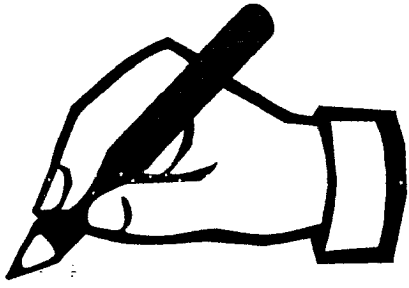
Rental delivery information:
Phone Where Rental Needed: Ext:
Need Immed: ☒ Yes
Date Needed:

Back

Next

Home

Additional Charges



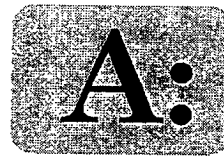
notes



On-Line Reporting



When should I
use On-Line
Reporting?



Use this
section to
review
reports on
rentals,
broken
down by
category.

On-Line Reporting - Main Menu	1
Select Report View Options	2
Open Detail - By Adjustor	3
Open Detail - By Body Shop	5
Open Detail - By Office	6

Select Report View Options

This Select Report View Options screen appears when you click **On-Line Reporting** on the main menu (page 1).

- 1) Click the drop-down arrow to choose your selections in the **Report Sorted By**, **Additional Sort**, **Report Type**, and **Status** fields.



The Report Type and Status fields have only one choice.

- 2) Click **OK** to advance to the appropriate Open Detail screen.

If **Adjustor** is selected, the Open Detail - By Adjustor screen appears (page 3).

If **Body Shop** is selected, the Open Detail - By Body Shop screen appears (page 5).

If **Office** is selected, the Open Detail - By Office screen appears (page 6).



Selecting **Auth Days** or **Days Behind** in the Additional Sort field will not affect which Open Detail screen appears next.

Auth Days will list files in order of authorized days.

Days Behind will list files in order of the number of days behind.



Currently only detail and open rental information is available. Future releases will include additional options in the Report Type and Status fields.

Enterprise
rent-a-car

ARMS - Automated Rental Management System
On-Line Reporting

Office: B0020 01

Select report view options:

Report Sorted By: **Adjustor**

Additional Sort: **Auth Days**

Report Type: **Detail**

Status: **Open**

Back OK

On-Line Reporting - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your last name in the **Adjuster** field.
- 3) Click **On-Line Reporting**.
- 4) The Select Report View Options screen appears (page 2).

Enterprise ARMS Automated Rental Maintenance System
Home

rent-a-car Office: B0020 01 Adjuster:

Handling for Adjuster: (Or ALL)

Rental Activity

Renter's Last Name: KIN

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logout

Open Detail - By Adjustor

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

Adjustor Name - The adjustor in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Type - The type of claim (Insured, Claimant, Theft).

Rate Authorized - The rate of the vehicle authorized by the adjustor.


Rent Days - The number of days the vehicle has been on rent.

Authorized Days - The number of days authorized by the adjustor.

Days Behind - The difference (if any) between the number of days authorized and the number of days on rent.



If **Auth Days** was selected in the **Additional Sort** field, the claims will appear in descending order by the total authorized days.



ADMS - Automated Rental Management System
Open Detail
Office: B0020 01

By Adjustor, By Auth Days

Position to Adjuster Last Name:

Adjuster Name: ADAMS, KYLE

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	#Of Rtn	Sur Chgs	Bill** Amount
1458324548	Insured	25.99	14	17		1		441.83
1459287311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
6578324681	Claimant	22.99	11	10	1			229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5	3		Y	179.95

Total Contracts: 9
 Avg: 26.99 11.0 10.2 2.0 1.0

276.56

** Excludes taxes/surcharges as applicable

Home
Premiums Adj
Next Adj
Show Renter


of Extn - The number of extensions the adjustor has sent to date.
Sur-Chgs - Displays whether any surcharges have been approved by the adjustor.
Bill Amount - The amount of the rental bill to date.
Total Contracts - The number of contracts the adjustor is handling at this time.
Avgs - The average numbers from the columns above.



The Avg's (Averages) in the Days Behind and # of Extn fields are determined by the number of contracts that fall into those categories, not by the total number of tickets. (For example, out of the nine tickets displayed on-screen (page 3), only two fall into the Days Behind category (1 and 3); therefore, the average number of Days Behind would be two days.)



If Days Behind was selected in the Additional Sort field, the claims will appear in descending order by the number of days they are behind in authorization. If the rental is fully authorized, the Days Behind field is blank. If the field displays *Term*, the rental has been terminated.



Enterprise

rent-a-car

ARMS - Automated Rental Management System
Open Detail

Office: B0020 01

By Adjustor By Days Behind

Position to Adjuster Last Name: Search

Adjuster Name: ADAMS, KYLE

Claim Number	Type	Date Authorized	Rent Days	Authorized Days	Days Behind	# of Extn	Sur-Chgs	Bill Amount
4516824672	Insured	35.99	3	5	3		Y	179.98
6578324681	Claimant	22.99	11	10	1			229.90
1459246832	Claimant	20.99	15	13	Term		Y	272.87
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1459287311	Theft	36.99	15	16		1		591.84
1452121425	Claimant	26.99	4	7				188.93
1458324548	Insured	25.99	14	17		1		441.83

Total Contracts 9 Avg 26.98 11.0 10.2 2.0 1.0

276.56

Back

Excludes taxes/surcharges as applicable

OK

[Home](#)
 [Previous Adj](#)
 [Next Adj](#)
 [Show Renter](#)

You can also click any of the following option buttons (Appendix, page 1):

Home - Return to the main menu (page 1).
Previous Adj - Display the previous adjustor's (alphabetically) claims (if applicable).
Next Adj - Display the next adjustor's claims (if applicable).
Show Renter - Display the renters' names in place of the claim numbers. This button then displays as Show Claim #.

Open Detail - By Body Shop

This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.

[illegible]


Open Detail - By Office

This Open Detail - By Office screen appears when you select **Office** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.



Enterprise

rent-a-car

ARMS Automated Rental Management System
Open Detail

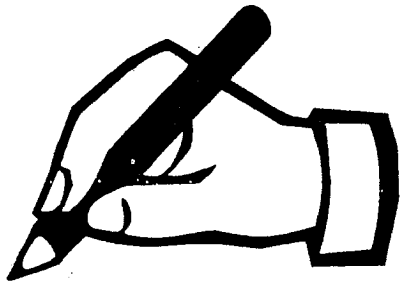
Office: B0020 01

By Office, By Auth Days

Adjuster Name	Type	Daily Authorized	Rent Days	Authorized Days	Days Behind	# of Auth	Sur- Chgs	Balance Amount
MEYER, THERESA	Insured	22.99	18	18	1	2		413.82
ADAMS, KYLE	Insured	25.99	14	17		1		441.83
ADAMS, KYLE	Theft	36.99	15	16		1		591.84
ADAMS, KYLE	Claimant	20.99	15	13	Term		Y	272.87
MEYER, THERESA	Claimant	24.99	10	10				249.90
ADAMS, KYLE	Claimant	22.99	11	10	1			229.90
MEYER, THERESA	Claimant	22.99	8	10				229.90
ADAMS, KYLE	Insured	20.99	12	8	Term			167.92
ADAMS, KYLE	Insured	30.99	8	8	Term			247.92
ADAMS, KYLE	Insured	20.99	12	8	Term			167.92
ADAMS, KYLE	Claimant	26.99	4	7				188.93
SUMMER, CALI	Insured	20.00	5	5				100.00
SUMMER, CALI	Claimant	21.99	5	5				109.95
SUMMER, CALI	Claimant	24.99	8	5	3			124.95

Back
Excludes taxes/surcharges as applicable.
OK

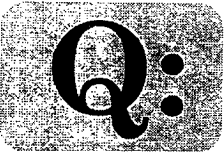
Home



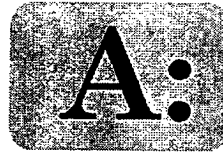
notes



Process Approved Invoices



When should I
use Process
Approved
Invoices?



Use this
section to
process and
pay **all**
invoices
at your
claims center.

Process Approved Invoices - Main Menu	1
Password Screen	2
Process Approved Invoices	3
Invoice Review/Approval	4
View Reservation/Rental	5
Send to Adjuster	6
Batch Payment Confirmation	7

Process Approved Invoices - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Process Approved Invoices**.
- 4) A password screen appears (page 2).

Enterprise ARMS Automated Rental Management System
Home

rent-a-car Office: C0120 01 Adjuster: SUMNER

Handling for Adjuster: (Or ALL)

Rental Activity

- Renter's Last Name:
- Create Reservation
- Enterprise Requests by Adjuster
- Change Reservation/Rental
- Enterprise Requests Unassigned

Rental Lookup

- View Reservation/Rental
- On-Line Reporting

Invoicing

- Process Approved Invoices

ARMS Maintenance

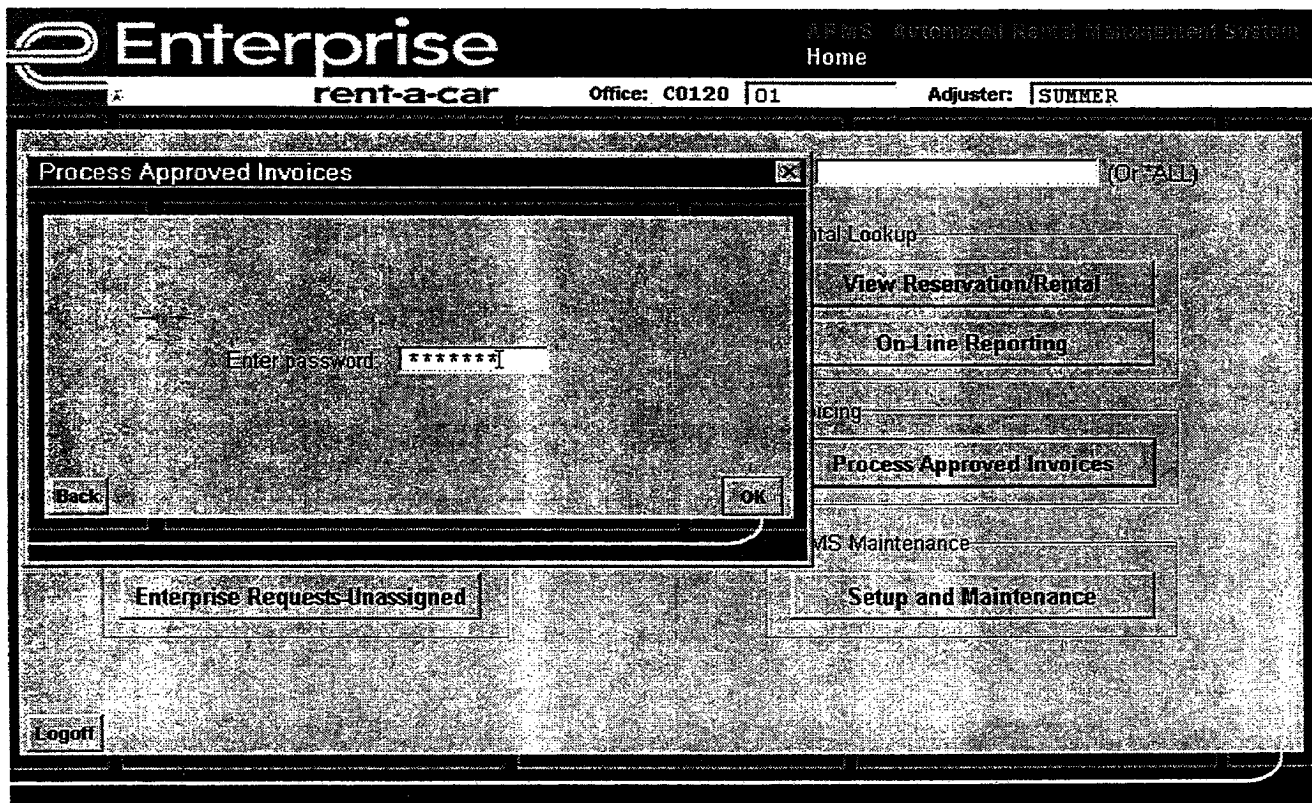
- Setup and Maintenance

Logoff

Password Screen

This password screen appears when you click **Process Approved Invoices** on the main menu (page 1).

- 1) Key your password in the **Enter Password** field.
- 2) Click **OK** to advance to the next Process Approved Invoices screen (page 3).
Click **Back** to return to the main menu (page 1).



The screenshot displays the 'Enterprise rent-a-car' web interface. At the top, the header includes the 'Enterprise rent-a-car' logo, the text 'AFMS Automated Rental Management System', and a 'Home' link. Below the header, user information is shown: 'Office: C0120 | 01' and 'Adjuster: SUMNER'. The main content area is titled 'Process Approved Invoices' and features a large 'Enter password:' field with a masked password '*****'. To the right of the password field is a '(Or ALL)' dropdown menu. Below the password field are 'Back' and 'OK' buttons. On the right side of the screen, there is a vertical menu with buttons for 'Vehicle Lookup', 'View Reservation/Rental', 'On-Line Reporting', 'Pricing', 'Process Approved Invoices' (which is highlighted), 'MS Maintenance', and 'Setup and Maintenance'. At the bottom left, there is a button labeled 'Enterprise Requests Unassigned' and a 'Logoff' button.

Process Approved Invoices

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).



If you click **Accept Batch**, the Batch Payment Confirmation screen appears (page 7).

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

Enterprise
rent-a-car

ARMS AUTOMATED RENTAL MANAGEMENT SYSTEM
Process Approved Invoices

Office: C0120 01 Adjuster: SUMMER, CALI

Batch pay

Renter Name: Search

Renter Name	Class Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.22
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Back Accept Batch OK

Home Refresh

Invoice Review/Approval

This Invoice Review/Approval screen appears when you choose an invoice and click **OK** on the Process Approved Invoices screen (page 3).



This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.

Click **OK** to process the approved invoice and return to the Process Approved Invoices screen (page 3) to review other invoices. This invoice will no longer appear on that screen.

Click **Back** to return to the Process Approved Invoices screen without processing the invoice.

You can also click any of the following option buttons:

Home - Return to the main menu (page 1).

View Rental - Access the View Reservation/Rental screen (page 5).

Send to Adjuster - Send the invoice back to the original adjustor for further review (page 6).

Office: C0120 01 Adjuster: SUMMER, CALI

Invoice: PPGM 00073089

Claim# 5625874512

Type: Insured

Renter: DAVIS JOHN

Rental: ENTERPRISE RENT-A-CAR

6850 LADUE ROAD

SAINT LOUIS MO 631240001

314-512-0294

Federal ID: 48-0791835

Date: 10/22/99

Rental Period

Rental from: 10/05/99 to 10/10/99

Billing from: 10/05/99 to 10/10/99

Authorized

Days: 6

Rate: .00

Direct Bill Percent: 100 %

Policy limits

Daily: 25.00

Maximum: 750.00

Authorized Limits: 150.00 POLICY LIMIT

Qty	Rate	Freq	Amount	Description
6	22.99	/DAY	137.94	DAYS
1	6.00	/PCT	8.28	SALES TAX

Total Charges: 146.22
Amount Received: .00
Total Due: 146.22

Back

OK

Home

View Rental

Send to Adjuster

View Reservation/Rental

This View Reservation/Rental screen appears when you click **View Rental** on the Invoice Review/Approval screen (page 4).




This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.

Click **Next** or **Back** to return to the Invoice Review/Approval screen (page 4).

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Additional Charges - View additional charges on the contract (Appendix, page 7).

 **Enterprise**
rent-a-car

AKIS6 Automated Rental Management System
View Reservation/Rental

Office: C0120 01 Adjuster: SUMMER, CALI

Status: INVOICED RENTAL Type: INSURED Claim#: 5625874512
Renter: DAVIS JOAN

Date	S/R	Message	Days	Total
2/10/00	S	INVOICE APPROVED FOR PAYMENT BY SUMMER,CALI	0	6
10/16/99	R	INVOICE RECEIVED. AMOUNT DUE \$146.22	0	6
10/16/99	R	TICKET 073089 CLOSED 10/10/99 @ 14:56:00	0	6
10/16/99	S	AUTH CHANGE SENT BY SUMMER,CALI @ 14:55:52	0	6
10/16/99	S	EXTENSION SENT BY SUMMER,CALI @ 14:55:52	1	6

Authorization Information
Authorized Amounts
Number of Days: 6
Vehicle Rate (Claimant):
Direct Bill Percent: 100 %

Rental Location
Policy Coverage (Insured Only)
Daily: 25.00
Maximum: 750.00

Repair Information

Renter Information
Rental Start: 10/05/99
Last Authorized Day: 10/06/99
Authorization Total: 150.00

Back Next

Home Additional Charges

Send to Adjuster

This Process Approved Invoices screen reappears when you click **Send to Adjuster** on the Invoice Review/Approval screen (page 4).

"RETURNED TO ADJ" now appears in the **Claim Number** column next to the invoice you selected.



For details on this screen, please refer to page 3.

You can also click either of the following option buttons:

Home - Return to the main menu (page 1).

Refresh - Remove all updated information from the current page.

PEMS - Automated Rental Management System
Process Approved Invoices

Office: C0120 01 Adjuster: SUMMER, CALI

Batch pay

Renter Name:

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	***RETURNED TO ADJ**	10/22/99	SUMMER, CALI	148.00
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

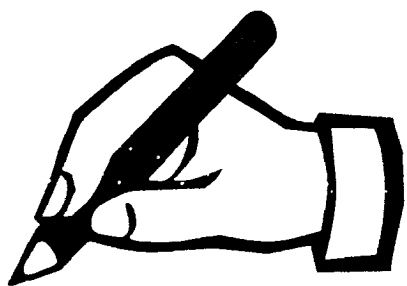
- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



Be sure your office includes the reference number with payment.

The screenshot shows the 'Batch Payment Confirmation Screen' from the Enterprise rent-a-car system. The header includes the Enterprise logo, 'rent-a-car', and system information: 'ALMS - Automated Rental Management System', 'Process Approved Invoices', 'Office: C0120 01', and 'Adjuster: SUMMER, CALI'. The main area displays the following details: Reference Number 0001-000001, Payment Amount 1,262.08, Payment date 02/10/2000, and Invoice Count 3. It also provides the remittance address: ENTERPRISE RENT-A-CAR, P.O. BOX 795110, ST. LOUIS, MO 63179-0795. A note states 'Please include Reference Number with payment.' At the bottom, there are 'Back' and 'OK' buttons. A vertical scrollbar is visible on the right side of the screen.

Reference Number	0001-000001	
Payment Amount	1,262.08	Payment date: 02/10/2000
Invoice Count	3	
Remit payment to: ENTERPRISE RENT-A-CAR P.O. BOX 795110 ST. LOUIS, MO 63179-0795		
Please include Reference Number with payment.		



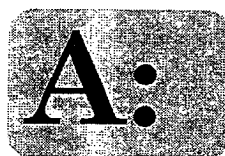
notes



Setup and Maintenance



When should I use Setup and Maintenance?



Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

Setup and Maintenance - Main Menu	1
Key Password to Access Setup and Maintenance - Main Menu	2
Choose a Selection from the File Maintenance Menu	3
Customer Profile Maintenance (Customize ARMS Web)	4
Adjuster Selection - Maintain Adjuster Files	5
Maintain Adjuster Files	6
Add an Adjuster	7

Setup and Maintenance - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Setup and Maintenance**.
- 4) A password screen appears (page 2).



The *first* time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.

The screenshot shows the 'Enterprise rent-a-car' ARMS Home screen. At the top, the 'Enterprise rent-a-car' logo is on the left, and 'ARMS Automated Rental Management System Home' is on the right. Below the logo, there are fields for 'Office: C0026' and 'Adjuster:'. A 'Logoff' button is in the bottom left corner. The main content area is divided into two columns. The left column, titled 'Rental Activity', contains buttons for 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests Unassigned'. The right column, titled 'Rental Lookup', contains buttons for 'View Reservation/Rental', 'On-Line Reporting', 'Invoicing', 'Process Approved Invoices', and 'Setup and Maintenance'. A 'Handing for Adjuster' field with a dropdown menu (showing '(Or ALL)') is located above the 'Rental Lookup' column. A mouse cursor is pointing at the 'Setup and Maintenance' button.

Key Password to Access Setup and Maintenance - Main Menu

If your password has already been set up, this password pop-up window appears when you click **Setup and Maintenance** on the main menu (page 1).

- 1) Key your alphanumeric password in the **Enter Password** field.



You will *not* see the characters as you key them.

- 2) Click **OK** to continue to the File Maintenance Menu screen (page 3).
Click **Back** to return to the main menu (page 1).

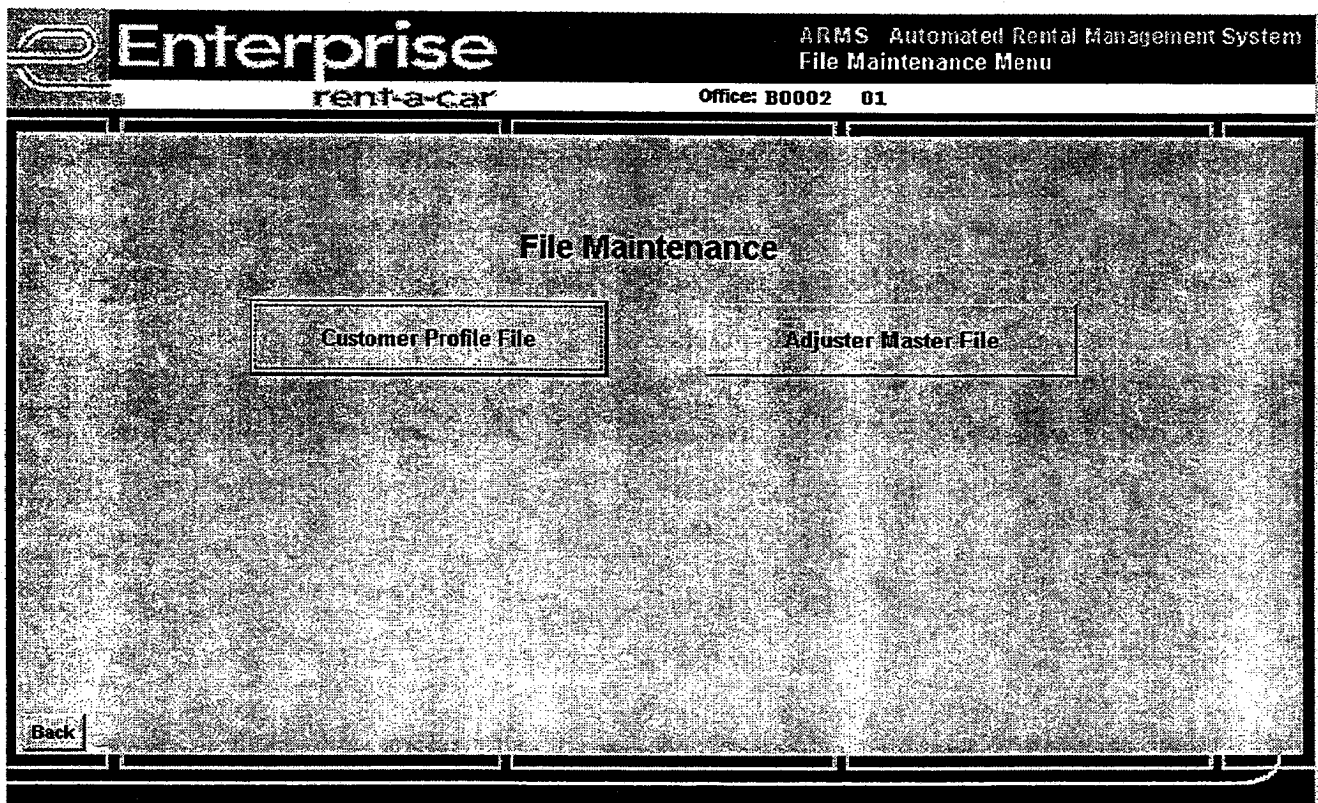
A screenshot of a computer screen displaying the 'Enterprise rent-a-car' ARMS (Automated Rental Management System) interface. The top header bar is black with 'Enterprise' in white, 'rent-a-car' in a smaller font, and 'ARMS Automated Rental Management System Home' on the right. Below the header, there are fields for 'Office: B0002', '01', and 'Adjuster:'. The main content area has a dark background with a central window titled 'Setup and Maintenance'. Inside this window, there is a text prompt 'Enter password:' followed by a field containing seven asterisks '*****'. At the bottom of this window are two buttons: 'Back' on the left and 'OK' on the right. To the right of the central window, there is a vertical list of menu items: 'Reservation/Rental', 'Reporting', 'Approved Invoices', and 'Maintenance'. On the left side of the screen, there is a 'Logoff' button. The overall image is grainy and appears to be a scan of a printed document.

Choose a Selection from the File Maintenance Menu

This File Maintenance Menu screen appears after the ARMS Web system accepts your password. There are two buttons from which to choose.

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjustor information such as address and telephone number. You may also activate and deactivate an adjustor from the system (page 6).

- 1) Click the button (see descriptions above) you wish to choose.
- 2) Click **Back** to return to the main menu (page 1).



Customer Profile Maintenance (Customize ARMS Web)

This Customer Profile Maintenance screen appears when you click **Customer Profile File** on the File Maintenance Menu screen (page 3).

- 1) Key a new password (if you are using this section for the first time), or key over the existing password to change it.
- 2) Click **OK** to accept changes and return to the File Maintenance Menu screen (page 3). Click **Back** to return to the File Maintenance Menu screen (page 3) without making any changes.

The screenshot shows the 'Enterprise rent-a-car' logo at the top left. To the right, it says 'ARMS Automated Rental Management System' and 'Customer Profile Maintenance'. Below this, 'Company Id: B0002 01' is displayed. The main area of the screen is a large, dark, textured rectangle. Inside this rectangle, the text 'Password maintenance' is visible. Below it, 'Current' and 'New' are listed. Under 'Current', the text 'INS1101' is shown. Under 'New', there is a text input field containing 'INS1101'. At the bottom left of the screen is a 'Back' button, and at the bottom right is an 'OK' button.

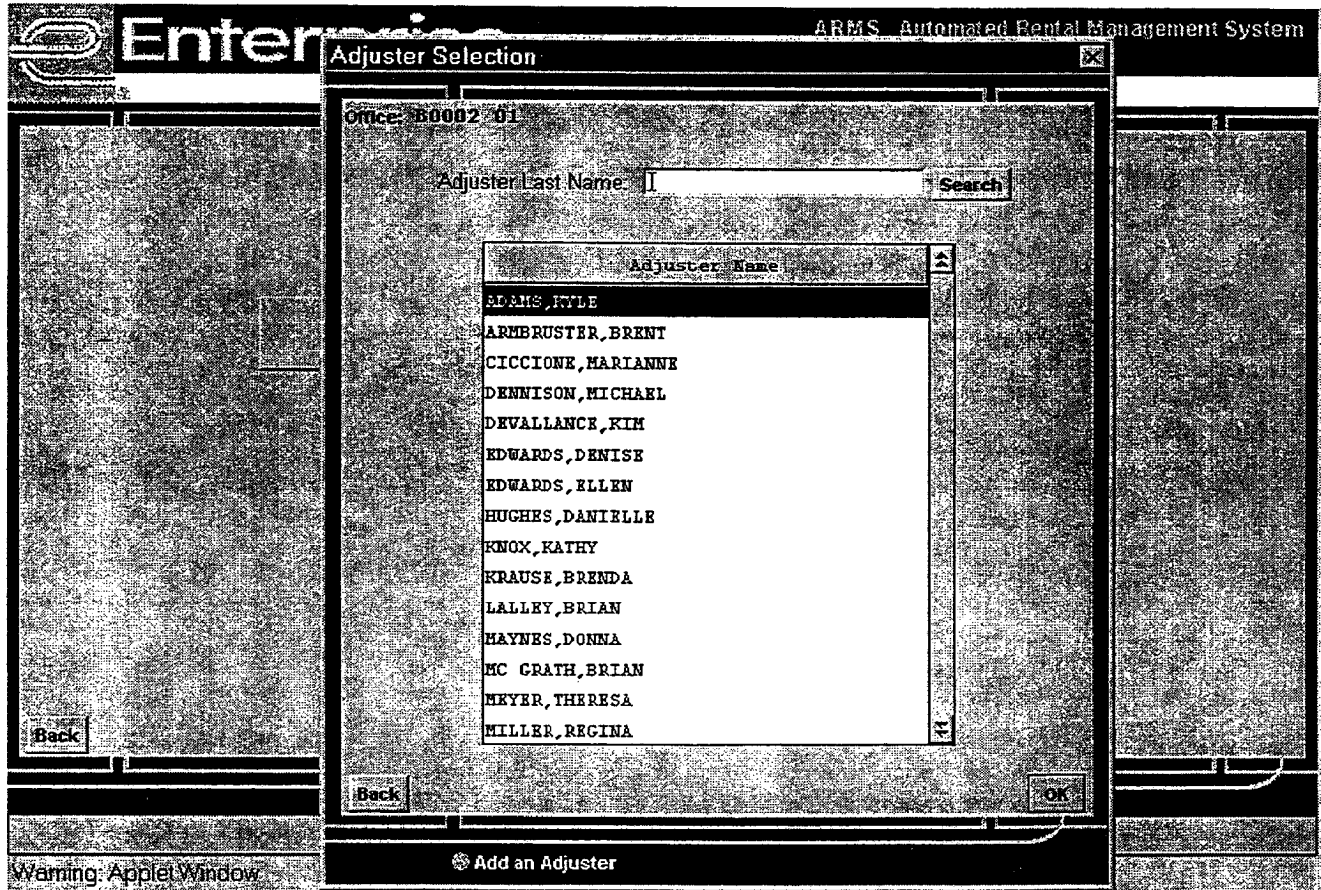
Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjusters already authorized to ARMS Web.
- ◆ Add new adjusters to ARMS Web.

You can do one of the following:

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjuster.
OR
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).
OR
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).
OR
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjuster.



Maintain Adjuster Files

This Adjuster Maintenance screen appears when you select an adjuster on the Adjuster Selection pop-up window (page 5).

- 1) Key over any existing information to change.
- 2) Click **OK** to accept changes after selecting your choice in the **Status** drop-down list to reactivate an adjuster if the current status is Inactive (access denied to ARMS Web). The following message displays: "Confirm change to activate adjustor." Click **OK** to confirm the change, or click **Back** to return to the previous screen.

OR

Click **OK** to accept changes after selecting your choice in the **Status** drop-down list to deactivate an adjuster if the current status is Active (access allowed to ARMS Web). The following message displays: "Confirm change to deactivate adjustor." Click **OK** to confirm the change, or click **Back** to return to the previous screen.

✳ The screen below shows this person's status is active.

- 3) After you confirm the change, the File Maintenance Menu reappears (page 3).

Enterprise
rent-a-car

ARMS Automated Rental Management System
Adjuster Maintenance

Office: B0002 01

Adjuster Code: **AD004**

Last Name: **ADAMS**
First Name: **KYLE**
City/St/Zip: **NEW YORK** **NY** **1931050000**
Phone Number: **212-669-2785** Ext.
Status: **Active** ▼
Default Office: **No** ▼

Add Date/Time: 1996/10/04 11:14:37
Chg Date/Time: 1999/12/13 10:41:20

Back **OK**

Home Deactivate Addtl Offices

Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).
Click **Back** to return to the Adjuster Maintenance screen (page 6).

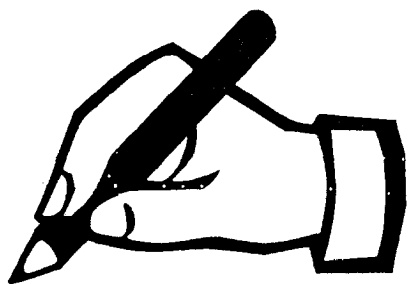
You can also click the following option button (Appendix, page 1):

Home - Return to the main menu (page 1).

The screenshot shows the 'Enterprise rent-a-car' interface. At the top, it says 'ARMS Automated Rental Management System Adjuster Add' and 'Office: B0002 01'. The main form area contains the following fields and controls:

- Adjuster Code: [Text Input]
- Last Name: [Text Input]
- First Name: [Text Input]
- City/St/Zip: [Text Input] [Text Input] [Text Input]
- Phone Number: [Text Input] Ext. [Text Input]
- Status: [Active] ☒
- Add Date/Time: [Text Input]
- Chg Date/Time: [Text Input]

At the bottom left is a 'Back' button, and at the bottom right is an 'OK' button. A 'Home' button is located at the very bottom of the screen.



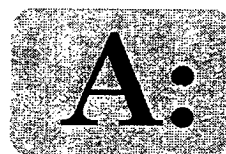
notes



Buttons



When should I
use Buttons?



Use this
section to
access detail
screens
throughout
ARMS Web.

Buttons - Overview	1
Rates	2
Detail	3
Message	4
Change Adjuster	5
Change Claims Office	6
Additional Charges.....	7

Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

Rates - View the rates, address, and phone number of the Enterprise office receiving the reservation.

Home - Return to the ARMS Web main menu.

Detail - Access screens to key or view more detail in a reservation/rental.

Message - Send a message to an Enterprise office.

Change Adjuster - Change the adjuster handling the file.

Change Claims Office - Change a claims office.

Additional Charges - View additional charges on a rental contract.

Rates



The window shown below displays an *example* of vehicle classes and their associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. The ARMS Web system uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.

- 1) Click to highlight the vehicle class you wish to select.
- 2) Click **OK** to return to the previous screen. ARMS Web automatically places the selected rate in the appropriate field. Click **Back** to return to the previous screen without selecting a rate.

Enterprise Rent-A-Car

Rental Vehicle Class / Rate Selection

ENTERPRISE RENT-A-CAR - 0139
7730 BONHOMME AVENUE
CLAYTON MO 63105
(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

Quick Rez

Claim Number: []

Renter Last Name: []

Work Phone: [000] []

Home Phone: [000] []

Phone Where Rental is Needed: [314] []

Authorized Amounts

Number of Days: []

Vehicle Rate (Claimant): []

Direct Bill Percent: [100] %

Message to Enterprise: []

Back OK

Home Detail Message

Detail

Additional Information in a Reservation Renter, Vehicle, Repair Facility, and Claim Information

This Create Reservation screen appears when you click **Detail** on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click **Next** to save this information and continue to the next Create Reservation screen (below).



Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



Additional Information in a Reservation Authorization, Rental Delivery Information, and Message

This Create Reservation screen appears when you click **Next** on the previous Create, Change, or View Reservation/Rental screen.

- 1) If the **Type** is **Insured** or **Theft**, the **Daily** and **Maximum** fields under **Policy Coverage** and the **Number of Days** field must be filled in. Click **Rates** to view rates (optional). If the **type** is **Claimant**, the **Number of Days** and **Vehicle Rate** fields must be filled in. Key the **Phone Number Where Rental Is Needed**, and use the drop-down arrow to select **Yes** if the rental is needed immediately or **No** if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click **Finish** to process the reservation and return to the ARMS Web main menu (Introduction, page v).

Message

Use this window to send a message to an Enterprise office.

- 1) Key up to four lines of information in the **Message** field.
- 2) Click **OK** to accept the message and return to the previous screen. Click **Back** to return to the previous screen without entering the message.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click **OK**.

The screenshot shows a software interface for a rental management system. A 'Message' dialog box is open, containing the text 'CAR FINISHED 10/20'. Below the message field are 'Back' and 'OK' buttons. To the right of the dialog, the main window displays '01 Adjuster: ADAMS, KYLE' and a table with rental details. Below the dialog, there are fields for 'Number of Days to Extend' and an 'Extend Rental' button. At the bottom, there are four tabs: 'Authorization Information', 'Rental Location', 'Repair Information', and 'Renter Information'. The 'Authorization Information' tab is active, showing fields for 'Number of Days' (13), 'Vehicle Rate (Claimant)' (20.99), and 'Direct Bill Percent' (100%). The 'Rental Location' tab shows 'Policy Coverage (Insured Only)' with 'Daily' and 'Maximum' fields. The 'Repair Information' tab shows 'Rental Start' (10/15/99), 'Authorization Terminated' (10/27/99), and 'Authorization Total' (272.87). The 'Renter Information' tab is empty. At the bottom of the window are buttons for 'Back', 'Finish', and a row of navigation buttons: 'Rates', 'Home', 'Detail', 'Message', 'Change Adjuster', 'Additional Charges', and 'Terminate'.

	Days	Total
99	3	13
	0	10
13:22:30	0	10
	0	10
20.99/DAY	10	10

Authorization Information		Rental Location		Repair Information		Renter Information	
Authorized Amounts		Policy Coverage (Insured Only)		Rental Start		10/15/99	
Number of Days	13	Daily		Authorization Terminated	10/27/99		
Vehicle Rate (Claimant)	20.99	Maximum		Authorization Total	272.87		
Direct Bill Percent	100 %			plus tax/surhc			

Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.
To search for an adjustor by last name, key in the desired name and click **Search**.
- 2) Click **OK** to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click **Back** to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

The screenshot displays the 'Adjuster Selection' window within the 'Enterpriser' system. The window title is 'Adjuster Selection'. It features a search bar labeled 'Adjuster Last Name' with a 'Search' button. Below the search bar is a list of adjustors, with 'ADAMS, KYLE' highlighted. The list includes: ADAMS, KYLE; DENNISON, MICHAEL; DEVALLANCE, KIM; KRAUSE, BRENDA; LALLEY, BRIAN; MAYNES, DONNA; MC GRATH, BRIAN; MEYER, THERESA; MILLER, REGINA; MONSON, DAVID; RANDOLPH, JANICE; SUMMER, CALI; TOTH, KELLY; and UNKNOWN, UNKNOWN. At the bottom of the list are 'Back' and 'OK' buttons. To the right of the list is a 'Change Claims Office' button. The background shows other parts of the system interface, including a 'Claim Number' field, 'Authorization Information', and a 'Message' box.

Change Claims Office

Use this Claims Office List pop-up window to transfer a reservation/rental to another claims office.

- 1) Click to highlight the claims office you wish to select.
- 2) Click **OK** to transfer the reservation/rental to that office. Click **Back** to return to the Adjuster Selection screen (page 5) without selecting a new office.



You may select an adjuster from the new list (page 5), but it is not required. Click **OK** on the Adjuster Selection pop-up window (page 5) if you do *not* want to assign an adjuster. The reservation then transfers to the new claims office and appears in the Enterprise Requests-Unassigned section.

Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.
Select from these three types:
 - ◆ **Daily** (the amount authorized is charged on a daily basis).
 - ◆ **Rental** (the amount authorized is charged once during the rental).
 - ◆ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount** or **Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click OK. Key over any existing information to make changes.

Enterprise

ARMS - AUTOMATED RENTAL MANAGEMENT SYSTEM
Create Reservation

ADAMS, KYLE

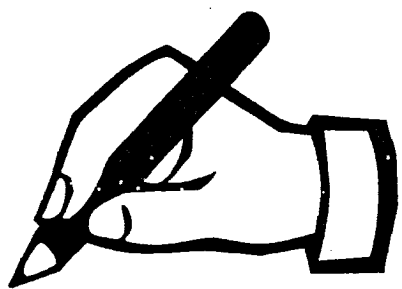
Office: R0003 01
Adjuster: ADAMS, KYLE

Charge	Type	Amount	Percent
CDW	Daily	8.99	
PAI			
MILEAGE CHARGE			
DROP CHARGE			
MISC CHARGES			
UNDEPAGE DRIVER			
BEAT CAP SEAT			

Enter either an amount or percent, not both

Back
OK
Next

Message
Change Adjuster
Additional Charges



notes



**** ARMS/400 UPDATE ****

Please be advised of the following update to the ARMS/400 program:

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

```
AdjID:0001      ARMS/400 - Automated Rental Management System
Office: IN902-002      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Resort Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information

Adjuster Last Name: _____
Last Authorized Day: 0030300
Date of Loss: 000000

Status: blank=All
        1=Open Reservations
        2=Open Rentals

F2=Exit      F6=Adj Lockup      F12=Previous
Press <ENTER> to Continue
```

On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

****ARMS/400 UPDATE****

Updated Screen

The updated screen includes the field Sort by Repair Facility (see highlighted below).

```
ARMS/400 - Automated Rental Management System
Office: 00001 02 Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Repair Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 050800
Date of Loss: 000000
Status: blank=ALL
1=Open Reservations
2=Open Rentals

F6=Exit F10=Add Lookup F12=Previous
Press [ENTER] to Continue
```

Sort by Repair Facility Y Y/N

All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the **Last Authorized Day** field and **Y** (Yes) in the **Sort by Repair Facility** field. Press [ENTER]. Another new screen, Select Open Rentals by Repair Facility, appears (page 3).

****ARMS/400 UPDATE****

Select Open Rentals by Repair Facility Screen

```

ARMS/400 - Automated Rental Management System
Office: ARMS/400 - 02
Select Open Rentals by Repair Facility

Position to Repair Facility:
Repair Facility: ABC Body Shop
Date: 08/15/00

Sel  Repairer      Driver      Vehicle      Days      Auth      Last
-----
01  WILLIAMS, DAN    N          97 HONDA ACCORD    10      12      8/28/00
02  SULLIVAN, JIM    N          99 CHEV SUBURBAN   7       17      8/03/00
03  ARTHUR, JEFF     N          98 FORD EXPLORER   3       9       8/04/00
04  DAVIS, JOAN      Y          91 CHEV CAVALIER   5       2       8/08/00
05  MILLER, KIM      Y          99 VW PASSAT        1       7       8/09/00
06  LEE, JOHNNY      Y          95 HONDA CIVIC      4       7       8/08/00
More
F3=Exit  F5=Previous Repairer  F6=Next Repairer  F12=Previous
  
```

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the **Position to Repair Facility** field and press [ENTER].

To select a file, key 1 in the **Sel (Select)** field and press [ENTER]. The Change Reservation/Rental appears (page 4).

[F3] Exit

Return to the ARMS/400 Main Menu.

[F5] Previous Repairer

Move back to the previous repair facility (in alphabetical order).

[F6] Next Repairer

Move to the next repair facility (in alphabetical order).

[F12] Previous

Return to the Select Reservation/Rental screen (page 2).

****ARMS/400 UPDATE****

Change Reservation/Rental Screen

The Change Reservation/Rental screen has also been updated (see highlighted below).

```

AM100RF      ARMS/400 - Automated Rental Management System
Office: UNCL 02      Change Reservation/Rental  A/C: LEVALLANCE, K
Status: OPEN RENTAL      Claim#: 1234567890123456
Repairer: LEE, ROBERT K      Type: S CLAIMANT
        1510 MOCKINGBIRD LANE      Repair: AIR BODY SHOE
        ADAMSTOWN, MO      65432
Work: 314-555-1234      Date: 3/07/00
Home: 314-555-1234      Policy Coverage: Authorized
Rental: ENTERPRISE RENT-A-CAR      Daily:      Rate: 42
        3000 LAUREL ROAD      Mile: 123456      # Days:
        ST. LOUIS, MO      Mile: 44444      Rate: 4444
        314-555-1234      Rental Start: 3/06/00      Last Auth Day: 3/08/00
A      Date      S/R      Message      Auth Total: 300.00 plus tax/surrog      Days      No.
A      3/07/00      R      CAR IS IN PAINT BOOTH, WILL BE DONE FRIDAY      2
A      3/08/00      R      TICKET 44444 OPENED 05/05/00 @ 11234.00      0.0      3
A      3/01/00      R      AUTHORIZATION CONFIRMED BY ENTERPRISE      0.0      1
A      3/01/00      R      RESERVATION NUMBER 123456      0.0      3
                                                More
F2-Rates F3-Exit F4-Detail F5-New R6-Add F7-Change F8-Cancel F12-Print
Press <F10> to Process
  
```

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

Note: These new fields will also be available on the View Reservation/Rental screen.

****ARMS/400 UPDATE****

Please be advised of the following update to the ARMS/400 program:

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.

A4500RA ARMS/400 - Automated Rental Management System
OFFICE: IN311 00 On-Line Reporting
Select Report View Options
Report Sorted By: 1 1=Adjuster 2=Bodyshop 3=Office
Additional Sorts: 1 1=Arr'n Days 2=Days Before
Report Type: 1 1=Detail
Status: 1 1=Open
F3=Exit F12=Previous

On the current screen, closed ticket reports or summary report types were not available.

**** ARMS/400 UPDATE ****

Updated Screen

```
ARMS/400 - Automated Rental Management System
On-Line Reporting

Select Report View Options

Report Sorted By: 1 1=Adjuster 2=Report Facility 3=Office

Status: 2 1=Open 2=Closed

Report Type: 2 1=Detail 2=Summary

Additional Sort: 1 1=Auth Days 2=Days Behind

F12=Previous
```

From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

➤ *The fields still automatically default to 1. You must key 2 to access the new choices on the menu.*

1. Key the desired sorting method.
2. Press [ENTER].
If 2 is keyed in the **Status** field and 1 is keyed in the **Report Type** field, a Closed Detail screen appears (page 3).
If 2 is keyed in the **Status** field and 2 is keyed in the **Report Type** field, a Closed Summary screen appears (page 5).

➤ ***Note:** These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.*

**** ARMS/400 UPDATE ****

Closed Detail Screen

44510RA ARMS/400 - Automated Rental Management System									
OFFICE: 00011 02 Closed Detail - By Adjuster, By Auth Days									
Position to Adjuster Last Name: OFFICE: 00011 02									
Range: 01/01/00 - 02/28/00									
Adjuster Name: ADAMS, KYLE									
Sl	Claim Number	Typ	Rate	Rent	Auth	# of	Total	Amt	Bill
			Auth	Days	Days	Ext	Chgs	Rcvd	Amount
1	123456789012	I	20.00	12	50	3	400.00	600.00	600.00
	060217890123	C	22.00	20	18	2	400.00	440.00	440.00
	556890123456	T	20.00	15	14	1	400.00	280.00	280.00
	987456123456	I	20.00	5	5	1	100.00	100.00	100.00
	011512345678	C	24.00	1	2		24.00	24.00	24.00
Total: 5 Avgs: 21.40 14.6 14.2 1.8 501.00 289.00 289.00									
F3=EXIT F5=Previous Adj F6=Next Adj F9=Show Renter F12=Print									

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press [ENTER] to display the selected adjuster's name.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.

Range - The range of dates for the reporting data.

- *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

Adjuster Name - The adjuster in charge of the claims listed below.

Claim Number - The claim number assigned to a particular renter.

Typ - The type of claim (I=Insured, C=Claimant, T=Theft).

Rate Auth - The rate of the vehicle authorized by the adjuster.

Rent Days - The number of days the vehicle has been on rent.

Auth Days - The number of days authorized by the adjuster.

of Ext - The number of extensions the adjuster has sent.

Total Chgs - The total amount of charges on the rental contract..

Amt Rcvd - The amount of the payment received by Enterprise.

**** ARMS/400 UPDATE ****

Bill Amount - The amount of the rental bill.

Total - The number of contracts the adjuster is handling at this time.

Avg - The average numbers from the columns above.

3. Key 1 in the Sel (Select) field to choose a particular claim.
4. Press [ENTER]. The View Reservation/Rental screen appears. Please refer to the ARMS/400 User Guide to view the View Reservation/Rental screen.

- | | |
|-------|--|
| [F3] | Exit
Return to the Main Menu (page 1). |
| [F5] | Previous Adj
Display the previous adjuster's (alphabetically) claims (if applicable). |
| [F6] | Next Adj
Display the next adjuster's claims (if applicable). |
| [F9] | Show Renter
Display renters' names in place of the claim numbers. |
| [F12] | Prev
Return to the Select Report View Options screen (page 2). |

**** ARMS/400 UPDATE ****

Closed Summary Screen

ARMS/400 - Automated Rental Management System									
Closed Summary - By Adjuster									
Position to Adjuster Last Name:					Office Active: 07-1-100				
					Range: 01-1000-02-1000				
Adjuster Name	Tot Inv	Rate	Rent Days	Auth Days	# of Ext	Total Chgs	Amt Rcvd	Bill Amount	
ADAMS, KYLE	40	24.99	21.0	21.0	4.1	860.00	800.00	860.00	
DEVALANCE, KIM	40	24.99	21.3	21.7	4.1	860.00	800.00	860.00	
FLANN, JAKE	23	22.99	17.7	16.3	3.7	520.00	550.00	550.00	
GUMMER, CARI	20	21.99	18.2	14.4	2.0	425.00	370.00	370.00	
HOHN, KELLY	12	19.99	10.4	9.9	1.2	225.00	125.00	125.00	
Summary:									
	29.4	23.39	18.1	17.3	2.2	512.00	546.00	546.00	
F3=Exit F12=Previous									

This Summary screen contains average totals for adjusters.

Position to Adjuster Last Name - Key the first few letters of the last name of the adjuster whose claims you wish to view.

The following fields are display-only (unless noted below):

Office Active - The first month with available reporting data.

Range - The range of dates for the reporting data.

- *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

Adjuster Name - The adjuster in charge of the claims.

Tot Inv - The total number of invoices for this adjuster.

Rate - The rate of the vehicle authorized by the adjuster.

Rent Days - The number of days the vehicle has been on rent.

Auth Days - The number of days authorized by the adjuster.

of Ext - The number of extensions the adjuster has sent.

Total Chgs - The total amount of charges on the rental contract.

Amt Rcvd - The amount of the payment received by Enterprise.

Bill Amount - The amount of the rental bill.

Summary - The average of all of the columns above.

[F3] Exit
Return to the Main Menu (page 1).

****ARMS/400 UPDATE****

[F12]

Previous

Return to the Select Report View Options screen (page 2).

* * *